

Multnomah Education Service District

Code: **JFH**
Adopted: 9/20/94
Revised/Readopted: 5/21/13; 5/07/14
Reviewed: 4/9/26

Student Complaints

The Board recognizes the necessity for MESD to develop and maintain an orderly procedure for resolving student complaints. The Superintendent or designee shall involve staff and students in establishing procedures which fairly and quickly resolve student complaints. Procedures established should allow for:

1. Informal conferences between the parties concerned;
2. Written appeal to the appropriate supervisor for a hearing when Step One (1) does not resolve the problem;
3. Written appeal to the Superintendent or designee, requesting a hearing when Step Two (2) does not resolve the problem;
4. Written appeal to the Board, requesting a hearing when Step Three (3) does not solve the problem;
5. The Board may hold a hearing related to the complaint.

It is the purpose of appeals and hearings to provide access to appropriate MESD officials when an informal conference cannot resolve the problem. It is not the purpose of appeals and hearings to provide a forum through which nonrelated issues are conveyed. It is recommended that as many student problems as possible be handled through informal conferences.

END OF POLICY

Legal Reference(s):

[ORS 334.125\(7\)](#)