

Public Complaints*

Although no community member will be denied the right to petition the Board for redress of a grievance, complaints will be referred through the proper administrative channels for resolution before investigation or action by the Board. Exceptions are complaints that concern superintendent or Board actions or Board operations.

The Board advises the public that the proper channeling of complaints including but not limited to, instruction, discipline or learning materials, should be handled in the following order unless otherwise identified (See administrative regulation KL-AR - Public Complaint Procedure for specific procedures and timelines):

1. Teacher/Employee;
2. Principal;
3. Superintendent;
4. Board.

Any complaint about school personnel other than the superintendent will be investigated by the administration before consideration and action by the Board. The Board will not hear complaints against employees in open session unless an employee requests an open session.

Complaints against the principal may be filed with the superintendent. Complaints against the superintendent should be referred to the Board chair. The Board may refer the investigation to a third party.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair and may be referred to district counsel. Complaints against the Board chair may be made directly to the Board vice chair.

If a complaint alleges a violation of state standards and is not resolved at the local level, then the district will supply the complainant with appropriate information in order to file a direct appeal to the State Superintendent of Public Instruction as outlined in Oregon Administrative Rules (OAR) 581-022-1940.

END OF POLICY

Legal Reference(s):

[ORS 192.610 to -192.690](#)
[ORS 332.107](#)

[OAR 581-022-1940](#)
[OAR 581-022-1941](#)

Anderson v. Central Point Sch. Dist., 746 F.2d 505 (9th Cir. 1984).

Connick v. Myers, 461 US 138 (1983).

Oregon School Boards Association Selected Sample Policy

Code: **KL**
Adopted:

Public Complaints* (Version 1)

~~Complaints are handled and resolved as close to their origin as possible.~~

Although no community member will be denied the right to petition the Board for redress of a grievance, complaints will be referred through the proper administrative channels for ~~solution~~ resolution before investigation or action by the Board. Exceptions are complaints that concern superintendent or Board actions or Board operations.

The Board advises the public that the proper channeling of complaints ~~involving~~ including but not limited to, instruction, discipline or learning materials, is as follows: should be handled in the following order unless otherwise identified (See administrative regulation KL-AR - Public Complaint Procedure for specific procedures and timelines):

1. Teacher/~~Employee~~;
2. Principal;
3. Superintendent;
4. Board.

Any complaint about school personnel other than the superintendent will be investigated by the administration before consideration and action by the Board. ~~The Board will not hear complaints against employees in open session unless an employee requests an open session.~~

~~Complaints against the principal may be filed with the superintendent. Complaints against the superintendent should be referred to the Board chair. [The Board may refer the investigation to a third party.]~~

~~Complaints against the Board as a whole or against an individual Board member should be made to the Board chair and may be referred to district counsel. Complaints against the Board chair may be made directly to the [district counsel] [Board vice chair].~~

~~The Board will not hear charges against employees in open session unless an employee requests an open session.~~

Pendleton School District 16R

Code: **KL**
Adopted: 10/10/05
Revised/Readopted: 7/12/10; 2/09/15
Orig. Code(s): **KL**

Public Complaints

Board members recognize that complaints about schools will be voiced by employees, students and patrons from time-to-time. When such complaints are made to a Board members, he/she shall refer the person making the complaint to the appropriate administrator. A Board member shall not attempt to consider such complaints in any official capacity acting as an individual Board member.

Although no community member will be denied the right to petition the Board for redress of a grievance, complaints will be referred through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations.

The Board advises the public that the proper channeling of complaints involving instruction, discipline, or learning materials or nonacademic activities is:

1. Teacher/Coach;
2. Principal/Athletic Director;
3. Superintendent/Assistant;
4. Board.

Any complaint about district personnel will be investigated by the administration before consideration and action by the Board.

The administration is authorized to develop procedures consistent with applicable provisions of the employee's group labor agreement that ensure the responsible consideration of public complaints concerning: district personnel and curriculum instruction/library materials.

END OF POLICY

Legal Reference(s):

ORS 192.610 to -192.690
ORS 332.107

OAR 581-022-1940
OAR 581-022-1941

Anderson v. Central Point Sch. Dist., 746 F.2d 505 (9th Cir. 1984).
Connick v. Myers, 461 U.S. 138 (1983).

Cross Reference(s):

GBNAA/JFCFA - Cyberbullying
JFCFA/GBNAA - Cyberbullying
IIA - Instructional Materials