

Pendleton School District 16R

Code: **KL**
Adopted:

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 - 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

Oregon School Boards Association Selected Sample Policy

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Public Complaints* (Version 5)

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 member, 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.

If the person making the complaint does discuss the matter with the appropriate administrator, that administrator shall attempt to resolve the complaint or identify the reasons for not resolving the issue. ~~A Board member shall not attempt to consider such complaints in any official capacity acting as an individual Board member.~~

In the event a complaint is not resolved within [10] working days at the building level, the person complainant may file a formal, written complaint with the superintendent. The superintendent will attempt to resolve the complaint. If the complaint remains unresolved within [10] working days of receipt by the superintendent of the written complaint, the patron complainant may request to place the complaint on the Board agenda at the next regularly scheduled Board meeting. Any written complaint bearing the signature of a district patron, which is presented to the Board, may be considered by the entire Board. A final determination shall be made within [20] working days from receipt of the complaint by the Board.

Complaints alleging violation of standards for public elementary and secondary schools shall be made in writing and presented to the superintendent.

In the event that a complaint alleges a violation of state standards and is not resolved at the Board 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.

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Code: **KL**
Adopted: 10/10/05
Readopted: 7/12/10
Orig. Code(s): KL

Public Complaints

In an enterprise such as the district, with its wide diversity of personalities and activities, it is to be expected that upon occasion patrons of the district will find reason for concern and/or complaint.

Whenever possible 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 before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations.

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