



CALENDAR



ENROLL



CONTACT

Conflict Resolution

Best practices for reporting concerns at school

During the school year, issues and/or concerns may develop for families, students or third parties relating to any number of issues, including their students' schools or classrooms. It is best practice to attempt to resolve issues at the school level first, beginning with the classroom teacher. Below is the order in which issues may be escalated (including for special education). Our family engagement and special education family engagement liaisons can help support families through this process.

Steps to Resolution

1. The classroom teacher

Portland Public Schools believes that the best and most effective method for resolving conflicts is by starting with the classroom teacher first.

2. The Principal and/or School Administrator

If contacting your teacher doesn't resolve the issue, it is recommended that families contact their principal or school administrator next.

3. The Principal Supervisor (Area Senior Director)

These positions are called Area Senior Directors and are organized by high school catchment enrollment area. The list of Area Senior Directors and schools they manage can be found on the [webpage for Office of School Performance](#).

4. The Regional Superintendent

Three Regional Superintendents supervise Area Senior Directors and their teams are listed in the staff link provided above. If your issue is not resolved by working with the Area Senior Director you can contact the Regional Superintendent, listed on the [webpage for Office of School Performance](#).

5. The Chief of Schools

Regional Superintendents are supervised by the Chief of Schools. In circumstances when the steps listed above have not resolved a family issue, the Chief of Schools, Jon Franco, should be contacted.

6. File a Complaint with PPS

If the methods above do not result in a satisfactory resolution or if you believe it to be more appropriate to file a complaint directly with the District, you may use the [Unified Complaint Form](#). More information below.

Resources & Special Considerations

Family Engagement Liaisons

PPS makes available Family Engagement Liaisons in order to help with resolution of issues. Liaisons may assist families in the resolution of issues, including meeting with school staff, and addressing classroom concerns. For more information about Family Engagement Liaisons, please contact: [Jeff Wisner](#).

Special Education concerns

Concerns about special education services may also be addressed first by contacting the student's case manager and then to the [Program Administrator](#). Family Engagement Liaison Noel Sisk can assist families through this process.

Discrimination complaints

Any PPS employee, student, parent, community member, concerned citizen, or other individual may file a complaint of discrimination. Please see the options below for how to report a complaint of discrimination.

- Report to PPS using the [Unified Complaint Form](#).
- Complaints about discrimination may be reported directly to [the Office of Civil Rights \(OCR\)](#).

Unified Complaint Form

Portland Public Schools recommends the escalation of complaints as shown on this page under "Best practices for reporting concerns at school." The District also offers the use of the Unified Complaint Form in order for community members to submit complaints.

PPS Online
Unified Complaint Form

How are complaints handled by Portland Public Schools?

As part of the complaint process, the person assigned to investigate (which may be the School Compliance Officer, school or district administrator) will ask all involved parties

questions about what happened in order to understand and, when possible, try to resolve the matter. Once the investigator has concluded their fact finding, having gathered all the relevant information about what occurred, the investigator will provide a written response of findings. Unless a particular process has a different timeline, a final decision will be provided no later than 60 days from the initial complaint.

Types of Complaints

Discrimination	>
Workplace Harassment	>
Enrollment and Transfer	>
Educational Records	>
Division 22: Formal Complaint	>
Special Education	>

Contacts

School org charts showing Area Senior Directors and Regional Superintendents

Dr. Cheryl Proctor

Deputy Superintendent, Instruction & School Communities
cproctor@pps.net

Dr. Jon Franco

Chief of Schools
jfranco@pps.net

Liane O’Banion

Title IX Director
(503) 568-2646
lobanion@pps.net

Jey Buno

ADA Director
(503)278-2105
jbuno@pps.net

Marquita Guzman

504 Coordinator
(971)393-8633
mguzman@pps.net

Jeffrey Wiser

Family Engagement Liaison
jwiser@pps.net

Noelle Sisk

PPS Special Education Family Engagement Specialist

(503) 916-3723
nsisk@pps.net

Alex Orazio

Complaint Coordinator

(503) 916-3462

complaintcoordinator@pps.net

Teri Brady

Director of Transportation

tbrady@pps.net

Judy Brennan

Director of Enrollment & Transfer

(503)916-2000 x71168

jbrennan@pps.net

Translate



Select Language ▼

PORTLAND PUBLIC SCHOOLS



501 N. Dixon St
Portland, OR 97227



(503) 916-2000

Connect with PPS



[Site Map](#) • [Terms and Conditions](#)
[Questions or Feedback?](#)

The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on perceived or actual race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; veteran's status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service.

504 Coordinator: Marquita Guzman, mguzman@pps.net 971-393-8633

ADA Coordinator: Jey Buno, jbuno@pps.net, 503-916-3360

Title IX Director: Liane O'Banion, lobanion@pps.net, 503-568-2646


Accessibility Statement

Conflict/Complaint Resolution Process

District Offices: 501 N. Dixon St. Portland, OR 97227
© 2022 Portland Public Schools

PPS Unified Complaint Form

You may choose to submit an Anonymous complaint. However, if you do so, you will not receive updates on the status.

 **kbradshaw@pps.net** (not shared) [Switch account](#)



* Required

How would you like to submit this complaint? *

- I would like to receive updates about the complaint. I will provide my contact information.
- I would like to remain anonymous. I understand I will not receive updates about the complaint.

[Next](#)

[Clear form](#)


Never submit passwords through Google Forms.

This form was created inside of Portland Public Schools. [Report Abuse](#)

Google Forms



PPS Unified Complaint Form

 **kbradshaw@pps.net** (not shared) [Switch account](#)



* Required

Your Information

First Name *

Your answer

Last Name *

Your answer

Email Address *

Your answer

Phone Number *

Your answer



What is your preferred method of contact? *

Email

Phone

Back

Next

Clear form

Never submit passwords through Google Forms.

This form was created inside of Portland Public Schools. [Report Abuse](#)

Google Forms



PPS Unified Complaint Form

 **kbradshaw@pps.net** (not shared) [Switch account](#)

 Saving...

* Required

Information about the incident

Date and time of incident, if known. If there was more than one related incident, include all dates and times. *

Your answer

 This is a required question

Does this complaint concern a school or department? *

Back

Next

Clear form

Never submit passwords through Google Forms.

This form was created inside of Portland Public Schools. [Report Abuse](#)

Google Forms



PPS Unified Complaint Form

 kbradshaw@pps.net (not shared) [Switch account](#)

 Draft saved

* Required

Individuals Involved

Does this complaint concern a staff member, administrator, or student? *

Staff Member

Administrator

Student

No / Don't Know

 This is a required question

If the complaint is against a staff member or administrator, please provide their name(s) below.

Your answer

If the complaint is against a student, please provide their name(s) below.

Your answer



What kind of complaint are you filing? *

Back

Next

Clear form

Never submit passwords through Google Forms.

This form was created inside of Portland Public Schools. [Report Abuse](#)

Google Forms



PPS Unified Complaint Form

 kbradshaw@pps.net (not shared) [Switch account](#)

 Draft saved

* Required

Was discrimination a factor?

If discrimination was a factor for this complaint, please provide details below.

Your answer

What happened during the incident? *

Choose 

 This is a required question

Was anybody physically hurt? *

- No.
- Yes. Medical attention NOT required.
- Yes. Medical attention required.
- Don't know.



Names of witnesses (if any)

Your answer

Do you have any evidence related to your complaint? (For example: photos, emails, texts, etc.) *

Yes

No

If you have already spoken to someone about the incident, indicate those people below.

Teacher/Employee

Counselor

Principal/Assistant Principal/Vice Principal

Central Office Administrator

Deputy Superintendent for Teaching & Learning

Deputy Superintendent for Operations

Superintendent

Other:

Please provide the names of the individuals with whom you have spoken.

Your answer



What was the result of the discussion?

Your answer

Please provide any additional relevant information below.

Your answer

If you have a suggested resolution, please describe that below.

Your answer

Today's date

Date

mm/dd/yyyy

[Back](#)

Submit

[Clear form](#)

Never submit passwords through Google Forms.

This form was created inside of Portland Public Schools. [Report Abuse](#)

Google Forms





About Us

Information about the Oregon Department of Education
(/ode/about-us)

(/ode/)

[Home \(/ode/Pages/default.aspx\)](#) > [About Us \(/ode/about-us/Pages/default.aspx\)](#) > [Complaints and Appeals](#)

ODE's offices in Salem are open!

Note that many staff members are still teleworking and can be contacted by telephone and online. Visit our [Contact Us page](#) for details: <https://www.oregon.gov/ode/about-us/Pages/Contact-Us.aspx> (/ode/about-us/Pages/Contact-Us.aspx)



Complaints and Appeals

 Site Navigation


[File a Complaint](#)

<https://app.smartsheet.com/b/form/d8444c7999b04759860b398f4750ca0d>

Use the form linked above to file a complaint regarding Division 22 Standards, discrimination, restraint and seclusion, retaliation or religious entanglement.

To file a complaint regarding the Individuals with Disabilities Education Act (IDEA), email [Special Education Legal Specialist Mike Franklin \(mailto:mike.franklin@ode.state.or.us\)](mailto:mike.franklin@ode.state.or.us).

Child Nutrition Program Civil Rights complaints [can be made on a separate web page \(/ode/students-and-family/childnutrition/Pages/CivilRights.aspx\)](#).

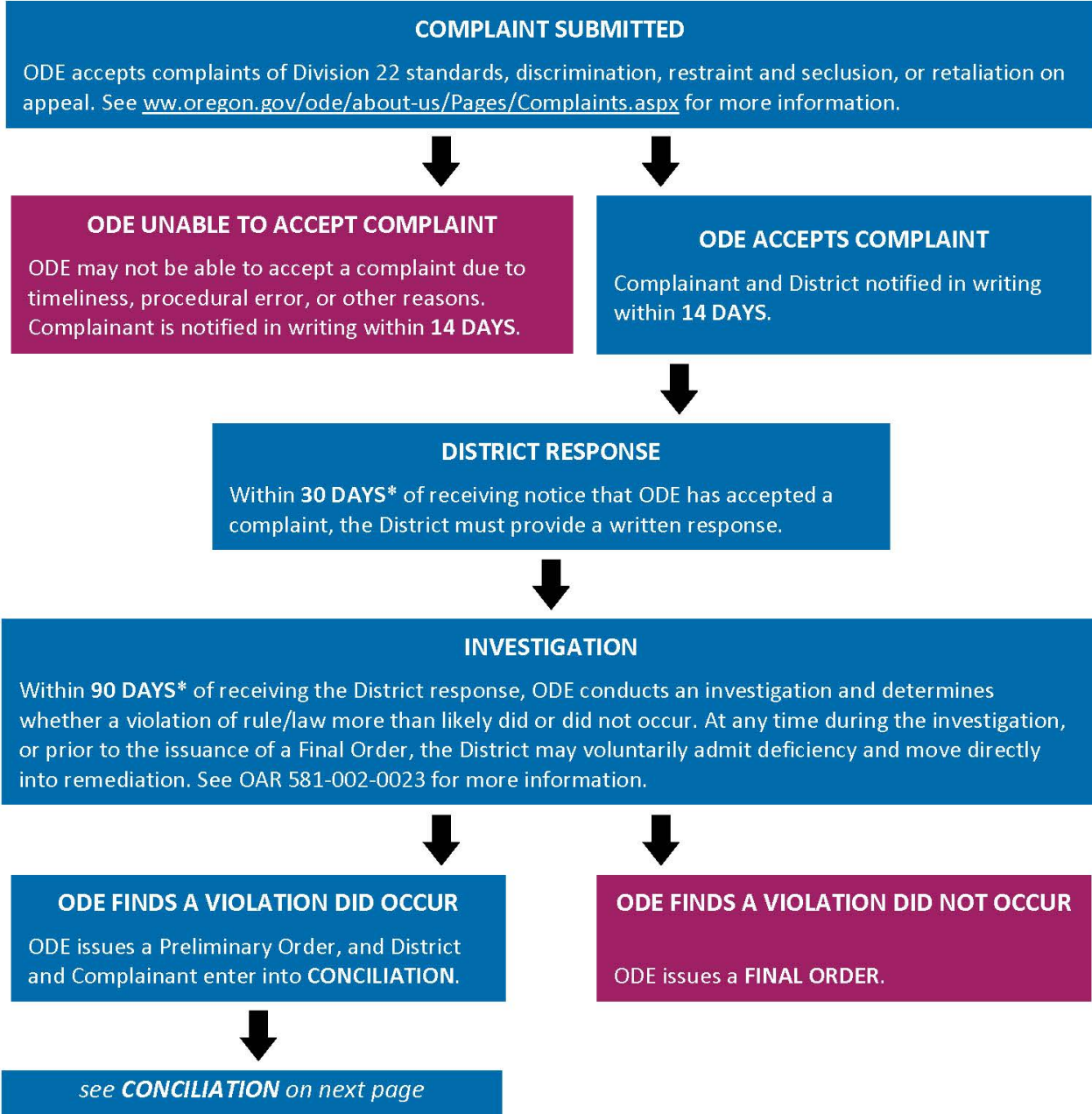
 [An official website of the State of Oregon »](http://www.oregon.gov)

(<http://www.oregon.gov>)



OREGON DEPARTMENT OF EDUCATION COMPLAINT AND APPEAL PROCESS

This document provides a visual overview of the appeals process for complaints regarding Division 22 Standards, discrimination, restraint and seclusion, or retaliation. ODE can also accept complaints regarding the IDEA and complaints regarding religious entanglement that follow a different process; visit www.oregon.gov/ode/about-us/Pages/Complaints.aspx for more information.



Updated 3/21/2022. This document should not be construed as legal advice. This document should not be considered comprehensive or exhaustive; see oregon.gov/ode for links to the latest laws, rules, and policies.

For questions about this process call 503-947-5600 or contact:

Mark Mayer, Complaint and Appeals Coordinator, at mark.mayer@state.or.us.



CONCILIATION



Conciliation is an alternative out-of-court dispute resolution process. Like mediation, conciliation is a voluntary, flexible, confidential, and interest-based process. The parties seek to reach a dispute settlement with the assistance of a conciliator, who acts as a neutral third party.**

- The conciliation period may not be longer than **30 DAYS*** unless the complainant and the school district agree, in writing, to a longer time period.
- The school district may not have an attorney present during conciliation unless the complainant is accompanied by an attorney.
- Upon request, the Department will provide technical assistance to support the conciliation process.

***At any time during this process, the complainant or school district may communicate to the Department that they no longer wish to negotiate an agreement and the conciliation period ends.*



CONCILIATION AGREEMENT NOT REACHED

ODE issues a **FINAL ORDER** based upon the conclusions of the Preliminary Order. The Order may include remedies or terms the District must comply with.

CONCILIATION AGREEMENT REACHED

ODE supervises the fulfillment of the agreement.



CONCILIATION AGREEMENT NOT FULFILLED

ODE issues a **FINAL ORDER**. The Order may include remedies or terms the District must comply with.

CONCILIATION AGREEMENT FULFILLED

ODE issues a letter closing the complaint.

RECONSIDERATION

Within **60 DAYS** of receiving a Final Order, a Complainant or District may request reconsideration from ODE.

JUDICIAL REVIEW

Within **60 DAYS** of either receiving a Final Order **OR** receiving a denial of reconsideration, a complainant or a school district may seek judicial review of the Department’s final order by filing a petition for review with the Marion County Circuit Court or with the circuit court in the county where petitioner resides.

*Timelines may be extended for good cause at the request of Complainant, District, or ODE.

Updated 3/21/2022. This document should not be construed as legal advice. This document should not be considered comprehensive or exhaustive; see oregon.gov/ode for links to the latest laws, rules, and policies.

For questions about this process call 503-947-5600 or contact:

Mark Mayer, Complaint and Appeals Coordinator, at mark.mayer@state.or.us.

[Resource for Download](#)
[Official website of the State of Oregon »](#)

(<http://www.oregon.gov>)

[ODE Complaint Process Flowchart \(/ode/about-us/Documents/ODE%20Complaint%20Process%20Flowchart.pdf\)](http://www.oregon.gov/ode/about-us/Documents/ODE%20Complaint%20Process%20Flowchart.pdf)




Frequently Asked Questions



Access the following linked questions to read the answers.


- Can the department accept my complaint now? +
- What types of complaints and appeals may the department accept? +
- Why can't the department accept my complaint if it does not involve a Division 22 standard, discrimination, restraint and seclusion, retaliation, religious entanglement or special education? +
- Can the department help me if it cannot accept my complaint? +
- I don't attend a regular public school. Can the department still accept my complaint or appeal? +
- What kind of remedy can I expect? +
- Filing a complaint or appeal +
- Who can I talk to about my complaint or appeal? +


Orders


- Discrimination Cases +

 [An official website of the State of Oregon »](#)

Division 22 Cases
 (<http://www.oregon.gov>)  

Religious Entanglement Cases 

Restraint and Seclusion Cases 

Retaliation Cases 

Help us improve! Was this page helpful?

Yes	No
-----	----

Helpful Resources

[ODE Accessibility Statement \(/ode/rules-and-policies/Pages/AccessibilityStatement.aspx\)](/ode/rules-and-policies/Pages/AccessibilityStatement.aspx)

[Anti-Discrimination Policy \(/ode/rules-and-policies/Pages/Anti-Discrimination-Policy.aspx\)](/ode/rules-and-policies/Pages/Anti-Discrimination-Policy.aspx)

[Career Opportunities \(/ode/about-us/careers/Pages/CareerOpp.aspx\)](/ode/about-us/careers/Pages/CareerOpp.aspx)

[Educator Effectiveness \(/ode/educator-resources/educator_effectiveness/Pages/default.aspx\)](/ode/educator-resources/educator_effectiveness/Pages/default.aspx)

[School & District Profiles and Reports \(/ode/schools-and-districts/reportcards/Pages/default.aspx\)](/ode/schools-and-districts/reportcards/Pages/default.aspx)

[State Board \(/ode/about-us/stateboard/Pages/default.aspx\)](/ode/about-us/stateboard/Pages/default.aspx)

[Site Map \(/ode/Pages/Site-Map.aspx\)](/ode/Pages/Site-Map.aspx)

Contact Us

[Oregon Department of Education \(http://www.Oregon.gov/ODE\)](http://www.Oregon.gov/ODE)

[Email our Communications Staff \(https://www.ode.state.or.us/search/staff/staff.aspx?unit=283\)](https://www.ode.state.or.us/search/staff/staff.aspx?unit=283)

<http://www.oregon.gov>

503-947-5500



Fax:

503-378-5156

255 Capitol Street NE
Salem, OR 97310-0203
USA

About Oregon

[Oregon.gov \(https://www.oregon.gov\)](https://www.oregon.gov)

[State Employee Search \(https://employeeearch.dasapp.oregon.gov\)](https://employeeearch.dasapp.oregon.gov)

[Agencies Listing \(https://www.oregon.gov/pages/a_to_z_listing.aspx\)](https://www.oregon.gov/pages/a_to_z_listing.aspx)

[Accessibility \(https://www.oregon.gov/pages/accessibility.aspx\)](https://www.oregon.gov/pages/accessibility.aspx)

[Privacy Policy \(https://www.oregon.gov/pages/terms-and-conditions.aspx\)](https://www.oregon.gov/pages/terms-and-conditions.aspx)

[Supported Browsers \(https://www.oregon.gov/pages/supported-browsers.aspx\)](https://www.oregon.gov/pages/supported-browsers.aspx)

[↑ Back to Top](#)

Select Language

Powered by [Google Translate \(https://translate.google.com\)](https://translate.google.com)

Oregon Department of Education

[OARD Home](#)
[Search Current Rules](#)
[Search Filings](#)
[Access the Oregon Bulletin](#)
[Access the Annual Compilation](#)
[FAQ](#)
[Rules Coordinator / Rules
Writer Login](#)

Chapter 581

Division 22

STANDARDS FOR PUBLIC ELEMENTARY AND SECONDARY SCHOOLS

581-022-2370

Complaint Procedures

- (1) Each school district must establish a process for the prompt resolution of a complaint by a person who resides in the district or by any parent or guardian of a student who attends school in the school district.
- (2) A school district's complaint procedure must:
- (a) Be in writing available at the main administrative office and, if the school district has a website, in a form available on the home page of the school district's website;
 - (b) Include the name of the person, position, or office within the school district with the responsibility for responding to the complaint; and
 - (c) Specify the time period during which the complaint will be addressed and a final decision issued. If the complaint procedure has multiple steps, the procedure must establish the time period for each step as well as the overall time period for completing the complaint procedure.
- (3) A school district's complaint procedure may:
- (a) Distinguish between those complaints that may be appealed under OAR 581-002-0040 OAR 581-002-0001 to OAR 581-002-0023, and other complaints;
 - (b) Offer mediation or other alternative dispute resolution processes as an option available if all parties to the complaint agree in writing to participate;
 - (c) Impose a time limitation for filing a complaint that is the later of either:
 - (A) Two years after the alleged violation or unlawful incident occurred or the complainant discovered the alleged violation or unlawful incident. For incidents that are continuing in nature, the time limitation must run from the date of the most recent incident; or
 - (B) One year after the affected student has graduated from, moved away from, or otherwise left the school district.
 - (d) Include more than one but no more than four steps for addressing the complaint.
 - (4) The procedure for hearing and acting on complaints alleging violation of the Oregon Administrative Rules, chapter 581, division 22 (division 22 Standards), ORS 339.285 to 330.303 or OAR 581-021-0550 to 581-021-0570 (Restraint and Seclusion), ORS 659.850 or OAR 581-021-0045, 581-021-046, 581-021-047 (Discrimination); or ORS 659.852 (Retaliation) must include the following:
 - (a) The point at which the district's decision is final; and
 - (b) A final decision in written or electronic form that addresses each allegation in the complaint and contains reasons for the district's decision and notifies the complainant that the district's decision may be appealed to the Deputy Superintendent of Public Instruction under OAR 581-002-0001 to OAR 581-002-0023.
 - (5) This rule applies to appeals filed with a school district on or after January 1, 2018.

Statutory/Other Authority: ORS 326.051

Statutes/Other Implemented: ORS 327.103 & 326.051

History:

[ODE 11-2019, amend filed 03/25/2019, effective 03/25/2019](#)

[ODE 2-2019, minor correction filed 01/08/2019, effective 01/08/2019](#)

Renumbered from 581-022-1650 by ODE 16-2017, f. & cert. ef. 7-5-17

ODE 9-2017, f. 6-29-17, cert. ef. 7-1-17, Renumbered from 581-022-1941

ODE 31-2007, f. & cert. ef. 12-12-07

[Please use this link to bookmark or link to this rule.](#)

v2.0.10

[System Requirements](#) [Privacy Policy](#) [Accessibility Policy](#) [Oregon Veterans](#) [Oregon.gov](#)

Oregon State Archives • 800 Summer Street NE • Salem, OR 97310

Phone: 503-373-0701 • Fax: 503-373-0953 • Adminrules.Archives@sos.oregon.gov

© 2022 Oregon Secretary of State

All Rights Reserved

Oregon Department of Education

[OARD Home](#)
[Search Current Rules](#)
[Search Filings](#)
[Access the Oregon Bulletin](#)
[Access the Annual Compilation](#)
[FAQ](#)
[Rules Coordinator / Rules
Writer Login](#)

Chapter 581

Division 2

ACCOUNTABILITY REPORTING ADVISORY COMMITTEE

581-002-0005

Acceptance of Appeal

A complainant may appeal a final decision of a complaint described in OAR 581-002-0003 if the appeal meets the following criteria:

- (1)(a) Except as provided in paragraph (b) of this subsection, the appeal must be from a final decision by a district. A decision is a final decision by a district if:
- (A) The complainant has exhausted the district's complaint process except as otherwise allowed by statute;
 - (B) In a complaint process with more than one step, the district fails to render a written decision within 30 days of the submission of the complaint at any step, unless the district and complainant have agreed in writing to a longer time period for that step; or
 - (C) The district fails to resolve the complaint within 90 days of the initial filing of the complaint, regardless of the number of steps in the district complaint process, unless the district and complainant have agreed in writing to a longer time period.
- (b) The appeal may include a complaint alleging a violation of ORS 659.852 (Retaliation) if the complainant alleges that retaliation occurred in response to a complaint for which the complainant received a final decision as described in paragraph (a) of this subsection.
- (2) The appeal must be received by the department no later than:
- (a) One year after the date of the decision by the district resolving the complaint; or
 - (b) If the district fails to resolve the complaint, no later than two years after the date on which the complainant first filed the complaint with the district.
- (3)(a) The complaint upon which the appeal is based must have been initially filed with the district by the later of the following two dates:
- (A) The date occurring two years after the date on which the alleged violation or unlawful incident occurred or on which the complainant discovered the alleged violation or unlawful incident; or
 - (B) The date occurring one year after the date on which the affected student graduated from, moved away from, or otherwise left the district.
- (b) For purposes of paragraph (a)(A) of this subsection, if the alleged violation or unlawful incident is of a continuing nature, the date on which the alleged violation or unlawful incident occurred is the most recent date on which the alleged violation or unlawful incident occurred.
- (4)(a) The appeal must:
- (A) Be in writing;
 - (B) Be submitted in person, by mail, or electronically; and
 - (C) Contain:
 - (i) The name of the person filing the appeal;

(ii) If the person filing the appeal has a phone number, address, or email address, the person's phone number, address, or email address;

(iii) If the person filing the appeal is filing the appeal on behalf of a student, the name of the student;

(iv) A statement of the facts upon which the appeal is based; and

(v) Other information requested by the department.

(b) The Director of the Oregon Department of Education may for good cause waive the requirement described in paragraph (a)(A) of this subsection.

Statutory/Other Authority: ORS 326.051, ORS 339.303 & ORS 659.850 to 659.855

Statutes/Other Implemented: ORS 339.303, ORS 659.850 to 659.855 & ORS 339.285 to 339.303

History:

[ODE 11-2019, adopt filed 03/25/2019, effective 03/25/2019](#)

[Please use this link to bookmark or link to this rule.](#)

v2.0.10

[System Requirements](#) [Privacy Policy](#) [Accessibility Policy](#) [Oregon Veterans](#) [Oregon.gov](#)

Oregon State Archives • 800 Summer Street NE • Salem, OR 97310

Phone: 503-373-0701 • Fax: 503-373-0953 • Adminrules.Archives@sos.oregon.gov

© 2022 Oregon Secretary of State

All Rights Reserved