



District Complaint Process - Review

Policy Issue/Situation

The district has been conducting a review of its myriad complaint policies and procedures. The review has primarily focused on determining the clarity and user-friendliness of the various procedures. The goal of this project is to ensure that an opaque process, policy or procedure does not stand in the way of an individual desiring to bring forward a concern.

Status

An internal review team composed of the General Counsel, Public Communication Officer, and Administrator for Government Relations was formed to conduct a review of general complaint policies, processes and timelines, complaint forms, and website accessibility.

Policies

The board is currently engaged in a complete policy review that includes all complaint policies. Notably, Policy KL is being revised slightly to increase clarity as KL is the primary generic complaint policy for the district. All other policies are being reviewed in the process and may have further revisions.

Processes & Timelines

Most complaint processes and timelines are contained within board policy, and as such we have focused on providing clarification within policy, through greater specificity of response timeliness and where a complaint should be directed.

Forms

A uniform complaint form has been created that will be used for nearly all complaint policies, allowing someone to utilize a single form rather than requiring them to search through policies for just the right form. This form will be downloadable from the website and will be electronically fillable. It will, however, still require one to print and return the form (physical or electronic).

Website Accessibility

The team reviewed how individuals access the complaint policies, procedures, and forms through the district website and made changes to allow for more direct access, including single click access from the homepage.

Next Steps

The internal team will continue to meet to further refine the processes and procedures as they get implemented. The team will continue to focus with an eye to customer service and user friendliness as the board completes its policy re-write.

District Goal: WE empower all students to achieve post-high school success.

The Beaverton School District recognizes the diversity and worth of all individuals and groups. It is the policy of the Beaverton School District that there will be no discrimination or harassment of individuals or groups based on race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, marital status, age, veterans' status, genetic information or disability in any educational programs, activities or employment.

Uniform Complaint Form – Beaverton School District (BSD)

16550 SW Merlo Road • Beaverton, OR 97003

Please complete the following form if there is a complaint against any school site, program, office or School District employee. Submit the completed complaint form to your school administrator.

The District will provide the person filing the complaint a confirmation that the complaint has been received, the name of the person responsible for investigating the complaint, and the process to follow. **Please refer to <https://www.beaverton.k12.or.us/dist/Pages/Complaint-Process.aspx> for specific process and timelines for your complaint.**

BSD USE ONLY

Date Received:

Received by:

Name of person completing the form

☐ I don't want to share my name

Date

Phone Number

Email

Name of school, program or office or name of employee and job location against whom complaint is directed

Name of student(s) (if applicable)

Place a check next to the kind of complaint you are making:

	And/or Discrimination on basis of:	If your complaint involves a specific program:
<input type="checkbox"/> Transfers <input type="checkbox"/> Transportation <input type="checkbox"/> Student Grades <input type="checkbox"/> Instruction <input type="checkbox"/> Student Safety <input type="checkbox"/> Restraint & Seclusion <input type="checkbox"/> Other (please list)	<input type="checkbox"/> Age <input type="checkbox"/> Ancestry and/or National Origin <input type="checkbox"/> Color <input type="checkbox"/> Ethnic Group Identification <input type="checkbox"/> Gender <input type="checkbox"/> Marital Status <input type="checkbox"/> Physical / Mental Disability <input type="checkbox"/> Race <input type="checkbox"/> Religion <input type="checkbox"/> Sexual Harassment <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Other Harassment <input type="checkbox"/> Other	<input type="checkbox"/> Program for English Learners <input type="checkbox"/> Career Technical Education <input type="checkbox"/> Child Nutrition <input type="checkbox"/> Gifted and Talented Education <input type="checkbox"/> Special Education <input type="checkbox"/> Title I – No Child Left Behind <input type="checkbox"/> Division 22 Standards <input type="checkbox"/> Other (please list)

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Where did the incident happen?	What happened during the incident?	Was anybody physically hurt?
<input type="checkbox"/> Classroom <input type="checkbox"/> Hallway <input type="checkbox"/> Restroom <input type="checkbox"/> Playground <input type="checkbox"/> Locker room <input type="checkbox"/> Lunch room <input type="checkbox"/> Sport field <input type="checkbox"/> Parking lot <input type="checkbox"/> School bus <input type="checkbox"/> School activity <input type="checkbox"/> On the way to/from school <input type="checkbox"/> Off school property <input type="checkbox"/> Internet/social media <input type="checkbox"/> Cell phone <input type="checkbox"/> Other:	<input type="checkbox"/> Taunting, cruelty <input type="checkbox"/> Teasing, name calling <input type="checkbox"/> Intimidation, humiliation <input type="checkbox"/> Retaliation <input type="checkbox"/> Harmful rumors or gossip <input type="checkbox"/> Exclusion, rejection <input type="checkbox"/> Cyberbullying <input type="checkbox"/> Threats using gestures or remarks <input type="checkbox"/> Share inappropriate images/notes <input type="checkbox"/> Harmful physical contact <input type="checkbox"/> Sexual comments or contact <input type="checkbox"/> Use others to harm a student <input type="checkbox"/> Demanding money from a student <input type="checkbox"/> Take advantage of a student <input type="checkbox"/> Other:	<input type="checkbox"/> No <input type="checkbox"/> Yes, medical attention NOT required <input type="checkbox"/> Yes, medical attention required Please explain:
Was the student absent from school because of what happened?		<input type="checkbox"/> No <input type="checkbox"/> Yes, Number of days absent:

Date and times if known of incidents

To whom have you spoken?	Write name(s) in spaces provided	Date
<input type="checkbox"/> Teacher/Employee		
<input type="checkbox"/> Counselor		
<input type="checkbox"/> Principal/Assistant Principal		
<input type="checkbox"/> Central Office Administrator		
<input type="checkbox"/> Deputy Superintendent for Teaching and Learning		
<input type="checkbox"/> Deputy Superintendent for Operations		
<input type="checkbox"/> Superintendent		
<input type="checkbox"/> Other		

What was the result of the discussion?

Name of witnesses (if any)

Evidence related to your complaint (attach if possible – letters, photos, emails, texts, etc.)

Any other information

I believe that the foregoing is true and correct. I understand that the district will maintain this information as confidentially to the extent provided by law or collective bargaining agreement, that I will be protected from retaliation for filing this complaint; that the District may request further information about this matter and, if such information is available, I agree to present it upon request.

Signature

Date

Beaverton School District Complaint Process

The following is an outline of the Beaverton School District complaint process. The District seeks prompt and equitable resolution of all complaints. Please refer to [Board Policy KL](#) for the official district policy. If you have any questions regarding the District's complaint process, please [contact us](#).

The Board advises the public that the proper channeling of complaints around instruction, discipline, or learning materials is as follows:

1. Teacher or employee
2. Principal or supervisor
3. Appropriate Central Office administrator
4. Superintendent
5. Board

The following Board Policies contain information and processes for specific areas of complaint:

Type of Complaint	Board Policies	Administrative Regulations
Public Complaints	KL <hr/> Spanish Arabic Vietnamese Japanese <hr/> Chinese Korean Russian Somali <hr/> KLD <hr/> Spanish Arabic Vietnamese Japanese <hr/> Chinese Korean Russian Somali <hr/>	
Instructional Resources / Instructional Materials	II/IIA <hr/> Spanish Arabic Vietnamese Japanese <hr/> Chinese Korean Russian Somali <hr/>	II/IIA-AR <hr/> Spanish Arabic Vietnamese Japanese <hr/> Chinese Korean Russian Somali <hr/>
Compliance with Standards	LGA <hr/> Spanish Arabic Vietnamese Japanese <hr/> Chinese Korean Russian Somali <hr/>	LGA-AR <hr/> Spanish Arabic Vietnamese Japanese <hr/> Chinese Korean Russian Somali <hr/>
Harassment (sexual, hazing, bullying, menacing)	GBN/JBA <hr/> Spanish Arabic Vietnamese Japanese <hr/> Chinese Korean Russian Somali <hr/>	JBA/GBN-AR <hr/> Spanish Arabic Vietnamese Japanese <hr/> Chinese Korean Russian Somali <hr/>

	<p>GBNA</p> <hr/> <p><i>Spanish Arabic Vietnamese Japanese</i></p> <hr/> <p><i>Chinese Korean Russian Somali</i></p> <hr/> <p>JFCF</p> <hr/> <p><i>Spanish Arabic Vietnamese Japanese</i></p> <hr/> <p><i>Chinese Korean Russian Somali</i></p> <hr/>	
Staff Complaints	<p>GBM</p> <hr/> <p><i>Spanish Arabic Vietnamese Japanese</i></p> <hr/> <p><i>Chinese Korean Russian Somali</i></p> <hr/>	<p>GBM-AR</p> <hr/> <p><i>Spanish Arabic Vietnamese Japanese</i></p> <hr/> <p><i>Chinese Korean Russian Somali</i></p> <hr/>
Equal Educational Opportunity	<p>JB</p> <hr/> <p><i>Spanish Arabic Vietnamese Japanese</i></p> <hr/> <p><i>Chinese Korean Russian Somali</i></p> <hr/>	<p>JB-AR</p> <hr/> <p><i>Spanish Arabic Vietnamese Japanese</i></p> <hr/> <p><i>Chinese Korean Russian Somali</i></p> <hr/>
Nondiscrimination	<p>AC</p> <hr/> <p><i>Spanish Arabic Vietnamese Japanese</i></p> <hr/> <p><i>Chinese Korean Russian Somali</i></p> <hr/>	<p>AC-AR</p> <hr/> <p><i>Spanish Arabic Vietnamese Japanese</i></p> <hr/> <p><i>Chinese Korean Russian Somali</i></p> <hr/>