

North Wasco County School District 21

Code: **KL/GBM-AR**
Revised/Reviewed: 12/9/99; 3/31/04; 8/18/16; 1/19/17; 8/24/17; 5/25/23; 12/14/23; **7/25/24**
Orig. Code(s): KL/GBM-AR

Public Complaint Procedure

It is the intent of the district to solve problems and address all complaints as close as possible to their origin.

A parent or guardian of a student attending a school in the district, or a person who resides in the district, a staff member, or a student who wishes to express a concern regarding a district employee shall follow the following Complaint Procedures:

The Employee: Step One

The individual shall first discuss the concern with the district employee ~~first~~. **The district employee will attempt to resolve and respond within 10 working days of learning of the concern.**

The Administrator/Director: Step Two

If the individual is unable to resolve a problem or concern with the employee, the individual may file a written, signed complaint, using the attached form, with the Administrator of the building in which the employer works, or the Director of the employee's department if they do not work in a single building, within 5 working days of the employee's response. The Administrator/Director shall evaluate the complaint and render a decision within 10 working days after receiving the complaint. If the evaluation of the complaint, in the opinion of the Administrator/Director, requires more than 10 working days, within that 10 working day period, the Administrator/Director shall notify the complainant of the fact and provide the complainant with an estimate of the time necessary to render a decision.

In the event that the complaint involves a staff member that is not under the direct supervision of the administrator, the administrator shall immediately forward the complaint to the appropriate supervisor.

The Superintendent: Step Three

If Step Two does not resolve the complaint, within 10 working days of the written response from the administrator/director, the complainant may file a written, signed complaint, using the attached form, with the superintendent or designee clearly stating the nature of the complaint and a suggested remedy. If the complainant does not file a written complaint, using the attached form, with the superintendent within the time referenced above, the administrator/director's decision shall be final.

The superintendent or designee shall investigate the complaint, confer with the complainant and the parties involved, prepare a written report of their findings and conclusion, and provide the report in writing or in an electronic form to the complainant within 20 working days after receiving the written complaint. If the evaluation of the complaint, in the opinion of the superintendent or designee, requires more than 20 working days to evaluate the complaint, within that 20 working day period, the superintendent or designee shall notify the complainant of that fact and provide the complainant with an estimate of the time necessary to reach a decision.

The Board: Step Four

If the complainant is dissatisfied with the superintendent's or designee's findings and conclusions, the complainant may appeal the decision to the Board within 10 working days of receiving the superintendent's decision, by filing a written, signed complaint with the board chair using the attached form, clearly stating the reason for the appeal and suggested remedy. The Board shall take one of the following actions in a public meeting:

1. Notify the Complainant that it chooses not to hear the complaint. [In the event the complaint was an appeal from the decision of the superintendent](#), the superintendent's decision in Step Three shall be final;
2. Elect to further investigate the complaint. In doing so, the Board's action may include, but is not limited to, holding a hearing, requesting additional information, referring the matter to district staff, the district's attorney or a third party investigator and/or adopting the superintendent's decision as the district's final decision.

The Board may use executive session to review the complaint if the subject matter qualifies under Oregon law.

The complainant shall be informed in writing or in electronic form of the Board's decision within 30 working days from the receipt of the appeal by the Board unless the Board determines the investigation requires [more](#) than 30 [working](#) days to evaluate. In that case the Board chair or his/her designee shall notify the complainant of that fact and provide an estimate for the time necessary to render a decision. The Board's decision will address each allegation in the complaint and contain reasons for the district's decision. The Board's decision will be final.

The district's final decision for a complaint processed under this administrative regulation that alleges a violation of Oregon Administrative rule (OAR) Chapter 581, Division 22 (Division 22 Standards), ORS 339.285 - 339.303 or OAR 581-021-0550 - 581-021-0570 (Restraint and Seclusion), or ORS 659.852 (Retaliation), will be issued in writing or electronic form. The final decision will address each allegation in the complaint and contain reasons for the district's decision. If the complainant, who is a student, parent or guardian of a student attending school in the district or a person that resides in the district, and this complaint is not resolved through the complaint process, the complainant may appeal the district's final decision to the Deputy Superintendent of Public Instruction under Oregon OARs 581-002-0001 – 581-002-0023.

If concerns with an administrator/director are not resolved by Step One, complaints against an administrator/director should be filed with the superintendent **and begin at Step Three.**

If concerns with superintendent are not resolved by Step One, complaints against the superintendent should be referred to the Board chair on behalf of the Board **and begin at Step Four.** The Board chair shall present the complaint to the Board in a Board meeting and may use an executive session, if the subject matter qualifies under Oregon law. **If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board, which may occur in an executive session, if the subject matter qualifies under Oregon law. The Board shall decide in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board and address each allegation in the complaint and reasons for the district's decision.**

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair on behalf of the Board **and begin at Step Four.** The Board chair shall present the complaint to the Board in a Board meeting and may use an executive session, if the subject matter qualifies under Oregon law. **If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board, which may occur in an executive session, if the subject matter qualifies under Oregon law. The Board shall decide in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board and address each allegation in the complaint and reasons for the district's decision.**

Complaints against the Board chair may be made directly to the district counsel or Board vice chair on behalf of the Board **and begin at Step Four.** The district counsel or Board vice chair shall present the complaint to the Board in a Board meeting and may use an executive session, if the subject matter qualifies under Oregon law. **If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board, which may occur in an executive session, if the subject matter qualifies under Oregon law. The Board shall decide in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board and address each allegation in the complaint and reasons for the district's decision.**

NORTH WASCO COUNTY SCHOOL DISTRICT 21
Complaint Form

To: ☐ Employee ☐ Administrator/Supervisor ☐ Superintendent ☐ Board chair ☐ Board vice chair

Name of Person Making Complaint: _____

Phone Number: _____ Email: _____

Nature of Complaint and Facts Supporting the Complaint (attach additional pages, if necessary): _____

District employee with whom you spoke before initiating a formal complaint and the date and nature of the communication (include copies of correspondence, if any written communication occurred): _____

Who should we talk to and what evidence should we consider? Individuals (including contact information) that have information to support complaints: _____

Requested solution / resolution / outcome: _____

Signature of Complainant: _____ Date: _____

Office Use

Disposition of Complaint: _____

Signature: _____ Date: _____

cc: District Office
