

## **Public Complaint Procedure**

Excluding complaints regarding: Discrimination (policy AC-AR), Sexual Harassment (policy JBA/GBN-AR), or Hazing/Harassment/Intimidation/Menacing/Bullying/Cyberbullying/Teen Dating Violence (policy JFCF-AR). They have their own forms/policies for complaint.

### **Initiating a Complaint: Step One**

Any member of the public who wishes to express a complaint should discuss the matter with the school employee involved.

### **The Administrator: Step Two**

If the complainant is unable to resolve a problem or concern at step one, within 10 working days of the meeting with the employee, the complainant may file a written, signed complaint with the principal/district administrator. Requesting a face-to-face meeting with the principal/district administrator is preferred and highly recommended. Face-to-face meetings are more productive and allow time for more than one topic to be addressed. The principal/district administrator shall evaluate the complaint and render a decision within 10 working days after receiving the complaint.

**All Written Complaints:** should be brief and concise. Please limit written complaints to one topic, one page, and use the form attached.

### **The Assistant Superintendent: Step Three**

If Step 2 does not resolve the complaint, within 10 working days of the meeting with the principal, the complainant, if he/she wishes to pursue the action, shall file a signed, written complaint with the assistant superintendent clearly stating the nature of the complaint, why they are dissatisfied with the administrator's decision and a suggested remedy.

The assistant superintendent shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and his/her conclusion and provide the written report to the complainant within 10 working days after receiving the written complaint

### **The Superintendent: Step Four**

If Step 3 does not resolve the complaint, within 10 working days of the meeting with the assistant superintendent, the complainant, if he/she wishes to pursue the action, shall file a signed, written complaint with the superintendent clearly stating the nature of the complaint, why they are dissatisfied with the assistant superintendent's decision and a suggested remedy.

The superintendent shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and his/her conclusion and provide the written report to the complainant within 15 working days after receiving the written complaint.

## The Board: Step Five

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board within 5 working days of receiving the superintendent's decision. Again, the appeal to the board must be a signed, written complaint clearly stating the nature of the complaint, why they are dissatisfied with the superintendent's decision and a suggested remedy. The Board **may** hold a hearing to review the findings and conclusion of the superintendent, to hear the complaint and to hear and evaluate any other evidence as it deems appropriate. Generally all parties involved, including the school administration, will be asked to attend such meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon Revised Statutes.

The complainant shall be informed of the Board's decision within 20 working days from the hearing of the appeal by the Board. The Board's decision will be final.<sup>1</sup>

Complaints against the principal may be filed with the superintendent.

Complaints against the assistant superintendent may be filed with the superintendent.

Complaints against the superintendent should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. 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. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

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. The Board chair shall present the complaint to the Board. 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. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

Complaints against the Board chair may be made directly to the Board vice chair or district counsel on behalf of the Board. The Board vice chair or district counsel shall present the complaint to the Board. 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. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule for which the State Superintendent of Public Instruction has appeal responsibilities, and the complaint is not resolved at the Board level, the district will supply the complainant with appropriate information to file a direct appeal to the State Superintendent as outlined in Oregon Administrative Rule (OAR) 581-022-1940.

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<sup>1</sup> The timelines may be extended upon written agreement between both parties

**Parkrose School District**

**COMPLAINT FORM**

TO:  District Office *or*  \_\_\_\_\_ (Name of School)

Person Making Complaint \_\_\_\_\_

Telephone Number \_\_\_\_\_ Date \_\_\_\_\_

Nature of Complaint \_\_\_\_\_

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Who should we talk to and what evidence should we consider? \_\_\_\_\_

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Suggested solution/resolution/outcome: \_\_\_\_\_

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Office Use: Disposition of Complaint: \_\_\_\_\_

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**cc: District Office**

**Suggestion or Commendation  
Regarding an Employee, Program or Practice**

The district is interested in suggestions and commendations involving employees or programs. Commendations are of value to the district because they improve morale and encourage district employees to take pride in their work and do more than is ordinarily expected of them.

As both suggestions and commendations are of value to the district, we welcome comments and request you fill in the information requested below.

TO \_\_\_\_\_ Name of School \_\_\_\_\_

Person Making Suggestion or Commendation \_\_\_\_\_

Telephone Number \_\_\_\_\_ Email Address \_\_\_\_\_

**Suggestion or Commendation:**

\_\_\_\_\_  
Name of Employee/Program

\_\_\_\_\_  
Date of Suggestion or Commendation

Nature of Suggestion or Commendation: \_\_\_\_\_

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Source of your information: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Reasons for your feelings: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Outcome sought: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**cc: District Office**

HR1/14/16 | PH