

Three Rivers School District

8550 New Hope Rd • PO Box 160 • Murphy, OR 97533

Policy: KL - AR
Adopted: 10/16/06
Readopted: 11/19/13

REVIEW OF ADMINISTRATIVE DECISIONS PUBLIC COMPLAINT PROCEDURE

The following procedure will be used for all complaints:

- ~~1. Within 20 days of the time the complainant first had knowledge or reasonably should have had knowledge of the action upon which the complaint is filed, a student or parent with the complaint shall generally first present it orally and informally to his/her teacher or appropriate school employee;~~
- ~~2. If the complaint is not resolved, the complainant may formally present the complaint in writing (including all supporting statements and evidence) within 10 working days of the informal conference to the principal. The principal shall evaluate the evidence and render a decision within ten working days after receiving the appeal;~~
- ~~3. If the complainant deems it desirable to carry the complaint beyond the decision reached by the principal, he/she may, within five working days, file the complaint with the Superintendent or his/her designee. The Superintendent or his/her designee shall evaluate the evidence and render a decision within ten working days after receiving the appeal;~~
- ~~4. If the complainant deems it desirable to carry the complaint beyond the decision reached by the Superintendent or his/her designee, he/she may within five working days request a review by the Board at its next regularly scheduled meeting. A final determination shall be made within 20 working days from receipt of the appeal by the Board;~~
- ~~5. Persons may, after exhausting local complaint procedures, appeal in writing to the Superintendent of Public Instruction.~~

Withdrawal

~~A complaint may be withdrawn by the complainant at any level without prejudice, reprisal or record.~~

Meeting and Decisions

~~At each of the levels the complainant shall be given the opportunity to be present and to be heard. All decisions at each level shall be in writings and include supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest.~~

1. Initiating a Complaint

Any member of the public who wishes to express a complaint should discuss the matter with the school employee involved (teacher, counselor, assistant principal, secretary, etc.). It is the intent of the district to solve problems and address all complaints as close as possible to their origin.

2. The Administrator

If unable to resolve a problem or concern at step one then the complainant should work with the principal or resolve the complaint or concern.

3. The Superintendent

If such a discussion at the building level does not resolve the complaint or is such discussion is not practical under the circumstances, 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 and a suggested remedy. (A form is available but not required).

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. (Approximately one week in most cases will be required)

4. The Board

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board. The Board may hold a hearing to review the findings and conclusion of the superintendent, to hear the complainant and to take such 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.



COMPLAINT FORM

TO: Name of School: _____

Person Making Complaint: _____

Telephone Number: _____ Date: _____

Nature of Complaint: _____

Suggested Correction: _____

<p>OFFICE USE: Disposition of Complaint: _____ _____ _____ Signature: _____ Date: _____</p>
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Cc: Superintendent's Office