

JUNCTION CITY SCHOOL DISTRICT

REGULATION: PUBLIC COMPLAINT PROCEDURE

CODE: KL-R

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 five (5) working days of the meeting with the employee, the complainant may file a written, signed complaint with the principal. The principal shall evaluate the complaint and render a decision within five (5) working days after receiving the complaint.

The Superintendent: Step Three

If Step 2 does not resolve the complaint, within ten (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 superintendent clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is 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 and provide the written report to the complainant within ten (10) working days after receiving the written complaint.

The Board: Step Four

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board within five (5) working days of receiving the superintendent's decision. 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 twenty (20) working days from the hearing of the appeal by the Board. The Board's decision will be final¹.

Complaints against the principal 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

¹ The timelines may be extended upon written agreement between both parties.

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 what action, if any, is warranted.

Complaints against the Board chair may be made directly to the Board vice chair on behalf of the Board. The Board vice 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.

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.

JUNCTION CITY SCHOOL DISTRICT

COMPLAINT FORM

(Step Two: Principal)

Request initiated by _____

Telephone _____ Address _____

City _____ Zip Code _____

Complainant represents: (himself/herself) _____

(Name of organization): _____

(Identify other group): _____

Identify the complaint:

To what do you object? (Please be as specific as you can.)

Source of your information:

Suggested solution/resolution/outcome?

Date of meeting with principal: _____

Recommendation of building principal:

Signature of Principal

Date

**Signature of Employee (I have read the above complaint and recommendations)*

Date

** If the complaint is to be placed in the personnel file of the employee, the employee may attach a written statement.*

Patron's response to principal's recommendations: _____ Accept _____ Disagree _____ Reject

If rejected, state reasons for rejection:

Signature of Complainant

Date

JUNCTION CITY SCHOOL DISTRICT
COMPLAINT APPEAL FORM
(Step Three: Superintendent – Form Optional)

TO: SUPERINTENDENT

Name of School _____

Person Making Complaint _____

Telephone Number _____ Date _____

Nature of Complaint _____

Who should we talk to and what evidence should we consider? _____

Suggested solution/resolution/outcome: _____

Office Use: Disposition of Complaint: _____	

Signature: _____	Date: _____

REVIEW OF ADMINISTRATIVE DECISION

(Step Four: Board)

This form is to be used to request a review by the Board of an administrative decision or an interpretation of a procedure, policy or administrative regulation.

Submitted by: _____ Telephone: _____

Address: _____

State the decision, procedure, administrative regulation or policy questioned: _____

Describe in detail (use other pages as necessary) the nature of or reasons for concern:

Requested changes or suggested resolutions of the problem:

NOTE: You are invited to appear to personally address the Board or you may choose to submit only your written statement. You will be advised in writing of the Board's decision within twenty (20) working days after the Board has heard the complaint.

I wish to appear before the Board: Yes No

Signature: _____ Date: _____

Regulation Approved **Kathleen Rodden-Nord**
Superintendent

 March 28, 2016
Date