

### **Public Complaints \***

Although no community member will be denied the right to petition the Board for redress of a grievance, complaints will be referred through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints that concern superintendent or Board actions or Board operations.

Complaints alleging violation of standards for public elementary and secondary schools shall be made in writing and presented to the Superintendent. In the event that a complaint alleges a violation of state standards and is not resolved at the School Board level, then the District will supply the complainant with appropriate information in order to file a direct appeal to the State Superintendent of Public Instruction as outlined in OAR 581-022-1940. Appropriate address for specific areas are provided in this policy below.

Members of the public and students are encouraged to make their concerns known to the district and to afford the district an opportunity to review those concerns and respond to them.

Complaints regarding instructional materials, staff members or alleged violation of state standards should be dealt with first at the appropriate school level and building where the complaint is centered. Persons having complaints should approach the principal and, if possible, resolve the problems at this level.

In the event a complaint is not resolved at the building level, the person may file a formal, written complaint with the district Director supervising the program from where the complaint is generated (Example: A transportation concern would be directed to the Director assigned supervision of transportation). The Director will attempt to resolve the complaint.

In the event a complaint is not resolved at the Director level, the person may file a formal, written complaint with the Superintendent. The Superintendent will attempt to resolve the complaint.

If unresolved, the patron may request to present the complaint at the next regularly scheduled School Board meeting or executive session. Any written complaint bearing the signature of a District patron, which is presented to the School Board, shall be considered by the Board.

When a complaint is made directly to the Board or to an individual Board member, it will be referred to the steps referenced above.

Complaints about Board policy or administrative regulations should be referred directly to the superintendent.

1. Any concerned citizen may file a complaint under this policy for alleged violation of Oregon Administrative Rules and Standards for Public Schools as set by the State Board of Education and the Oregon Department of Education.

Citizens may file complaints related to Oregon Administrative Educational Standards directly with the Superintendent of Instruction, Oregon Department of Education, Public Service Building, 255 Capitol Street NE, Salem, Oregon 97310-0203.

2. The Board recognizes the rights of teachers and administrators to develop, select, and present curriculum including the appropriate textbooks and materials necessary. The Board authorizes the administration to develop rules and procedures to secure orderly resolution of complaints about the curriculum.

Complaints about curriculum including textbooks may be referred at level two to the Curriculum Council. After appropriate review by the Curriculum Council, the Board reserves the right to make final decision on curriculum complaints.

3. A parent who is dissatisfied after following the districts special education procedures for resolution of a concern without reaching a mutual acceptable agreement is entitled to file a request for a due process hearing with the superintendent of Public Instruction, Oregon Department of Education, Public Service Building, 255 Capitol Street NE, Salem, Oregon 97310-0203.
4. The Board is committed to the principles of non-discrimination and directs that rules and procedures for dealing with complaints of alleged discrimination be established which allow for the expeditious resolution of such complaints. The Board also charges the superintendent with the responsibility to coordinate district compliance with Federal and State non-discrimination laws and regulations including Section 504 of the Rehabilitation Act of 1973 and Public Law 94-142.

The superintendent shall develop administrative regulations designed to encourage the timely resolution of public complaints while providing a system of review which will allow both the complainant and other affected parties an opportunity to be heard.

END OF POLICY

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**Legal Reference(s):**

ORS 192.610 - 192.690

ORS 332.107

OAR 581-022-1940

Anderson v. Central Point School District No. 6, 554 F. Supp. 600 (D. Oregon 1982); aff'd in part, 746 F.2d 505 (9th Cir. 1984).  
Connick v. Myers, 461 U.S. 138 (1983).