

Philomath School District 17J

Code: **KL-AR**
Adopted: 8/17/06; 12/95
Orig. Code(s): 8016

Public Complaint Procedure

Step One: 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, secretary, instructional assistant, administrator, etc.) It is the intent of the district to solve problems and address all complaints as close as possible to their origination.

Step Two: The Building Administrator

If the complaint is not satisfactorily resolved and the complainant(s) wishes to carry the complaint further, they may file a written complaint with the administrator initially responsible. The written complaint should present the reason for the complaint with supporting statements and evidence. The statement should include the date and signature of the individual(s) who are making the complaint. The complaint should be filed within ten (10) working days of the problem, if possible.

Administrators receiving a written complaint will attempt to schedule and have a meeting with the complainant(s) within ten (10) working days of receiving the written complaint. The administrator shall investigate and evaluate the complaint and provide the complainant(s) with a written decision within ten (10) days after the meeting.

Step Three: The Superintendent

If at Step Two there is no resolution to the complaint or if such discussion is not practical under the circumstances, the complainant, if he or she wishes to pursue the action, shall file a signed, written appeal with the superintendent clearly stating the nature of the complaint and a suggested remedy. The written appeal must be filed within ten (10) working days.

The superintendent shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and conclusion. The superintendent will issue a written decision within ten (10) working days of receiving the written appeal.

Step Four: The Board

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complaint may appeal the decision to the Board. This appeal should be filed within 10 days of receipt of the superintendent's decision. The Board shall, within twenty (20) working days, conduct a hearing at which time the complainant shall be given an opportunity to present the complaint. The Board shall provide a written decision to the complainant within ten (10) working days following completion of the hearing. The Board may put the item on the agenda or may call a special Board meeting or executive session to hear the matter. If the item is considered in executive session, the decision must be made in open session with written response to the complainant(s).

END OF POLICY