

Public Complaints

No staff, student, parent or member of the community will be denied the right to petition the Board for redress of a grievance, complaints will be referred through the proper administrative process for resolution before investigation or action by the Board. Exceptions are complaints that concern the superintendent or involve Board actions or Board operations.

The Board advises the public that there is a proper process for resolving complaints, including but not limited to, instruction, discipline, learning materials, or retaliation against a student or a student's parent who in good faith reported information that the student believes is evidence of a violation of state and federal law, rule or regulation.

Community members, staff, parents and students who have a complaint are encouraged to start at the lowest level in the organization to attempt to resolve the complaint.

The following order will be used unless otherwise identified (see KL-AR Public Complaint Procedure for specific procedures and time lines):

1. Teacher/Employee
2. Principal
3. Superintendent
4. Board

The complaint procedure is available at the district's administrative office and on the home page of the district's website.

If the complaint address one or more of the issues identified below, you may use the complaint process available in any of the following policies and administrative regulations:

1. Discrimination or harassment on any basis protected by law: Board policy AC, CA-AR
2. Sexual harassment (staff): Board policy GBN, GBN-AR
3. Sexual harassment (student): Board policy JBA, JBA-AR
4. Hazing, harassment, intimidation, bullying, menacing or cyberbullying (staff): Board policy GBNA, GBNA-AR
5. Hazing, harassment, intimidation, bullying, menacing, cyberbullying, teen dating violence or domestic violence (student) Board policy JFCF, JFCF-AR
6. Sexual conduct with a student: Board policy JHFF, JHFF-AR
7. Instructional resources or instructional materials: Board policy IIA, IIA-AR
8. Complaints regarding the Talented and Gifted Program (TAG): Board policy IGBBC, IGBBC-AR.

Any complaint about school personnel other than the superintendent will be investigated by the administration before consideration and action by the Board. The Board will not hear complaints against employees in a session open to the public unless an employee requests an open session.

A complaint of retaliation against a student or a student’s parent who in good faith reported information that the student believes is evidence of a violation of state and federal law, rule or regulation, should be reported to the administrator.

Complaints against the principal may start at step 3 and be filed with the superintendent.

Complaints against the superintendent may start at step 4 and should be referred to the Board Chair on behalf of the Board.

Complaints against the Board as a whole or against an individual Board member may start at step 4 and should be made to the Board Chair on behalf of the Board.

Complaints against the Board Chair may start at step 4 and be made directly to the Board Vice-Chair on behalf of the Board.

The superintendent will develop and administer the complaint process, as appropriate.

If a complainant, who is a parent or guardian of a student who attends school in the district, is a student or a person who resides in the district alleges a violation of Oregon Administrative Rule (OAR), Chapter 581, Division 22 Standards, ORS 339.285 to 339.303 or OAR 581-021-0550 to 581-021-0570 Restraint and Seclusion or ORS 659.852 Retaliation and the complaint is not resolved through the complaint process, the complainant may have appeal rights with the Deputy Superintendent as outlined in Oregon Administrative Rule (OAR 581-022-0040). See KL-AR-2 Appeal to the Deputy Superintendent of Public Instruction.

If the complaint alleges discrimination pursuant to ORS 659.850 (Discrimination) and the complaint is not resolved at the local level through administrative regulation AC-AR Discrimination Complaint Procedure, the complaint may meet the criteria to file an appeal with the Superintendent of Public Instruction as outlined in OAR 581-021-0049.

END OF POLICY

Legal References:

- ORS 192.610 to -192.690
- ORS 332.107
- ORS 659.852
- OAR 581-022-2370

Anderson v. Central Point School District, 746 F.2d 505 (9th Cir. 1984).
Connick v. Myers, 461 U.S. 138 (1983).