

**Burnt River
School District 30J**

Code: **KL**
Revised: 1/13/16

Public Complaints

Any person or group having a legitimate interest in the district shall have the right to present a request, suggestion or complaint concerning district personnel, the program or the operations of the district. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide the means for assessing each public complaint and to seek a remedy where appropriate.

In certain circumstances, the Board may recommend direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences that more formal procedures shall be employed.

The Board advises the public that the proper channeling of complaints including but not limited to, instruction, discipline or learning materials, should be handled in the following order unless otherwise identified (See administrative regulation KL-AR - Public Complaint Procedure for specific procedures and timelines):

1. Teacher/Employee;
2. Superintendent;
3. Board.

Requests, suggestions or complaints reaching the Board, Board members and the administration shall generally be referred to the superintendent for consideration according to procedures set forth in the administrative regulations of the district. Telephone calls regarding district personnel complaints will generally be referred to the superintendent.

No complaint concerning any employee, officer or Board member will be heard or reviewed by the Board unless the complaint is stated in writing and presented in accordance with district procedures, collective bargaining agreement provisions and the requirements of state law.

END OF POLICY

Legal Reference(s):

[ORS 192.610](#) to [-192.690](#)
[ORS 332.107](#)

[OAR 581-022-1940](#)
[OAR 581-022-1941](#)

Anderson v. Central Point Sch. Dist., 746 F.2d 505 (9th Cir. 1984).
Connick v. Myers, 461 U.S. 138 (1983).
HR12/28/00 | MW

**Burnt River
School District 30J**

Code: **KL-AR**
Adopted: 02/11/15

Public Complaint Procedure

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. It is the intent of the district to solve problems and address all complaints as close as possible to their origin.

The Superintendent: Step Two

If such a discussion does not resolve the complaint within 10 working days of the meeting with the employee, 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 within 10 working days after receiving the written complaint.

The Board: Step Three

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board within five 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 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.

The complainant shall be informed of the Board's decision within 20 working days from the hearing of the appeal by the Board.

Withdrawal

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

**Suggestion, Complaint or Commendation Regarding an
Employee, Program or Practice**

The district is interested in suggestions, complaints and commendations involving employees or programs. When such is registered, we are interested in investigating the incident to see if there has been a misunderstanding or if some corrective action should be taken to improve the district. Commendations are of value to the district because they improve morale and encourage district employees to take pride in their work and do more than is ordinarily expected of them.

Person Making Complaint: _____ Telephone # _____ Address: _____

As both complaints and commendations are of value to the district, we welcome comments and request you fill in the information requested below.

Name of Employee/Program _____ Date of Suggestion, Complaint or Commendation _____

Nature of Suggestion, Complaint or Commendation: _____

Source of your information: _____

Justification of your feelings: _____

Remedy sought: _____

I have read the above but do not necessarily agree.

Signature: _____ Date: _____

Employee: _____ Date: _____

Address: _____

Immediate Supervisor: _____ Phone: _____ Date: _____

10/23/14 | PH