



Code: **KL -AR**
Adopted: 5/11/15

Public Complaint Procedure

Initiating a Complaint: Step One

Any member of the public who wishes to express a complaint may discuss the matter with the school employee. It is the intent of the district to solve problems and address all complaints as close as possible to their origin.

The Administrator: Step Two

If the complainant is unable to resolve a problem or concern at step one, within five working days of the meeting with the employee, the complainant may file a written, signed complaint with the Principal. The principal shall evaluate the evidence and render a decision within five working days after receiving the complaint.

The Superintendent: Step Three

If such a discussion with the principal does not resolve the, within 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 within 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 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.

**SWEET HOME SCHOOL DISTRICT
PUBLIC COMPLAINT FORM**

TO: _____ Name of School

Person Making Complaint _____

Telephone Number _____ Date _____

Nature of Complaint:

Suggested Correction:

Office Use: Disposition of Complaint:

Signature:

Date:

cc: District Office