

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 (teacher, counselor, assistant principal, secretary, etc.). It is the intent of the district to solve problems and address all complaints as close as possible to their origin.

The Building Administrator: Step Two

If the complainant is unable to resolve a problem or concern at step one, within 5 working days of the meeting with the employee, the complainant may file a written, signed complaint with the building principal. The principal shall evaluate the complaint, if it involves a staff member under his/her direct supervision, and render a decision within 5 working days after receiving the complaint.

In the event that the complaint involves a staff member that is not under the direct supervision of the principal, the principal shall immediately forward the complaint to the appropriate supervisor.

The Superintendent: Step Three

If Step 2 does not resolve the complaint, 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 not required.)

The superintendent or designee 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 and provide the written report to the complainant within 10 working days after receiving the written complaint.

The Board: Step Four

If the complainant is dissatisfied with the superintendent's or designee's findings and conclusion, the complainant may appeal the decision to the Board within 5 working days of receiving the superintendent's decision. The Board may hold a hearing to review the findings and conclusion of the superintendent or designee, to hear the complaint and to hear and evaluate any 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. The Board's decision will be final¹.

Complaints against the principal may be filed with the superintendent.

Complaints against the superintendent should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

Complaints against the Board chair may be made directly to the district counsel on behalf of the Board. The district counsel shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule for which the State Superintendent of Public Instruction has appeal responsibilities, and the complaint is not resolved at the Board level, the district will supply the complainant with appropriate information to file a direct appeal to the State Superintendent as outlined in Oregon Administrative Rule (OAR) 581-022-1940.

¹The timelines may be extended upon written agreement between both parties.

NORTH WASCO COUNTY SCHOOL DISTRICT 21
Complaint Regarding an Employee, Program or Practice

Please fill in the information requested below (attach additional information and/or pages as needed).

Date of Complaint

Name of Employee/Program/Practice: _____

Which School/Building/Department: _____

Complaint: _____

Please name the staff member(s) you have discussed this concern with and did not come to a resolution: _____

Action requested: _____

Name of Complainant: _____

Address: _____ City/State Zip: _____

Phone: _____ Email (optional): _____