

**North Wasco County
School District 21**

Code: **KL/GBM**
Adopted: 12/09/99
Revised/Readopted: 3/31/04; 8/18/16; 9/28/17
Orig. Code(s): KL/GBM

Complaints

Members of the public, parents, staff and students are encouraged to make their concerns known to the district and to afford the district an opportunity to review those concerns and respond to them.

Complaints will be referred through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints against the superintendent or Board actions.

In working toward resolution at the lowest possible level, the Board advises the public that the proper channeling of complaints involving instruction, discipline, learning materials, district program(s) or facilities is in the following order:

- Subject of complaint;
- Principal/Administrator;
- Superintendent or designee;
- Board.

Complaints about Board policy or administrative regulations should be referred directly to the superintendent.

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.

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.

Complaints against the Board chair may be made directly to the Board vice chair on behalf of the Board.

When a complaint is made directly to the Board or to an individual Board member, it will generally be referred to the superintendent for study and possible solution. A Board member shall not attempt to consider such complaints in any official capacity acting as an individual Board member.

If the person(s) having a complaint fails to resolve the concern with the principal or the superintendent or designee, the person may request that the matter be referred to the Board. If the Board deems it advisable it may provide for a hearing of the complaint at an official meeting of the Board.

The superintendent shall develop regulations designed to encourage the timely resolution of public complaints while providing a system of review which will allow both the complainant and other affected parties an opportunity to be heard.

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 local 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.

END OF POLICY

Legal Reference(s):

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

[ORS 659.852](#)

[OAR 581-022-2370](#)

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