



Code: **KL**  
Adopted: 12/10/08  
Revised/Readopted: 1/12/11; 9/09/15; 1/13/16;  
4/13/16  
Orig. Code(s): KL

## **Public Complaints**

The district will develop and implement effective means of receiving concerns voiced by students, parents and the public. The purpose of receiving concerns is to reduce potential areas of complaints and to establish and maintain recognized channels of communication and accountability.

A “complaint” is a concern or problem presented with the district. Certain types of complaints, such as complaints regarding district personnel are treated with specific policies that outline the process for resolution.

The district or the board will refer persons with a complaint regarding instruction, discipline or an incident to the proper administrative process of accountability as follows:

1. Teacher or employee;
2. Principal or supervisor;
3. Appropriate Central Office administrator;
4. Superintendent;
5. Board.

Complaints will be referred through the proper administrative process for resolving complaints as outlined above, for a solution before investigation or action by the board. Exceptions are complaints that concern the superintendent or involve board actions or board operations.

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 charges 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 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.

While speakers may offer objective criticism of operations and programs, the board will not hear personal complaints concerning district personnel nor against any person connected with the school system. To do so could expose the board to a charge of being party to slander and would prejudice any necessity to act as the final review of administrative recommendations regarding the matter. The board chair will direct the visitor to the appropriate means for board consideration and disposition of legitimate complaints involving individuals.

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

1. Discrimination or harassment on any basis protected by law: board policy AC, AC-AR;
2. Board-Staff communications: board policy BG;
3. Equal Employment Opportunity: board policy GBA;
4. Staff complaints: board policy GBM;
5. Sexual harassment (staff): board policy GBN, GBN-AR;
6. Sexual harassment (student): board policy JBA, JBA-AR;
7. Hazing, harassment, intimidation, bullying, menacing or cyberbullying: board policy GBNA, GBNA-AR;
8. Instructional resources or instructional materials: board policy IIA, IIA-AR;
9. Library material selection: board policy IIAC;
10. Hazing, harassment, intimidation, bullying, menacing, cyberbullying, teen dating violence or domestic violence: board policy JFCF, JFCF-AR;
11. Sexual conduct with a student: board policy JHFF, JHFF-AR;
12. Compliance with state standards: board policy LGA, LGA-AR(1) and (2).

The superintendent will develop and administer the general complaint process.

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 Rules (OAR) 581-022-1940.

END OF POLICY

**Legal Reference(s):**

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

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

House Bill (HB) 3371 (2015)

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

**Cross Reference(s):**

IIA - Instructional Resources/Instructional Materials