

When Does a Concern Become a Complaint?

Most often, with good communication, the questions that parents have about their child's education are addressed. Concerns and issues are more likely to escalate when they go unanswered. Sometimes parents may disagree with an explanation, a decision and/or a district's policy or procedure.

When addressing concerns the most important first step is discussing the issue with the key person involved. If no response or resolution occurs, the parent is advised to talk to that person's supervisor.

Knowing your rights and responsibilities assists parents in taking appropriate steps to make their concern known. If a complaint alleges violation of standards of the Oregon Administrative Rules, please follow the "Steps to File a Complaint" process outlined in this pamphlet.



Complainants are encouraged to keep their own records regarding conversations and meetings.

Steps to Filing a Complaint

1. Solving Problems at the Classroom Level

If you have concerns about TAG services, please contact your child's teacher first. Let the teacher know the general topic and then set up an appointment to meet at a convenient time. Talking your concerns over with the teacher often resolves the concern.

2. Solving Problems at the School Level

Most issues can be addressed at the classroom or school level. If meeting with your child's teacher does not resolve your concerns, then schedule a meeting with the school principal to explain what actions have already been taken and to explore possibilities. Informal resolution is usually the best approach.

3. Solving Problems at the District Level

If your concern has not been adequately addressed at the classroom or school level, then you may communicate the lack of resolution to the District TAG Program Specialist. If this step is taken, please indicate by letter the nature of the concern. Include copies of notes from previous meetings and an outline of steps already taken.

Steps to Filing a Complaint (Continued)

4. Appealing to the State Superintendent of Public Instruction

After exhausting the local complaint procedures or after 45 days from filing a written complaint with the school district, whichever comes first, you may file a formal complaint by following the steps outlined in OAR 581-022-1940.

The appeal should be addressed to the State Superintendent of Public Instruction, Oregon Department of Education, 255 Capitol Street NE, Salem, OR 97310-0203. It should contain: your name, address and school district; the name and address of the school district you believe violated the standard; a brief statement identifying a state standard and your explanation of the violation.

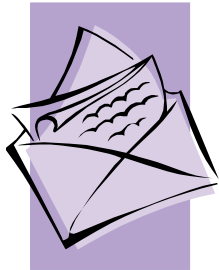
The State Superintendent will notify the school district of the appeal and give the district 30 days to file a written report in response. Following receipt of the district's report, the Superintendent will decide whether to accept or dismiss the appeal. If the appeal is accepted, the State Superintendent has several options which are detailed in the OARs found on the ODE web site.



Appeal Procedure For Identification Decision

If the identification decision is “No”, the parent has the right to appeal the decision by notifying the District TAG Program Specialist with a request to re-evaluate the findings of the school TAG Committee.

- The TAG Program Specialist will contact the parent for additional information.
- The working identification file of the student is reviewed along with any parent-supplied information.
- The TAG Program Specialist may administer additional tests, request additional rated work samples, and/or observe the child in class.
- Following a review of the case, a decision is communicated to the parent and school within 10 working days.



TAG Identification Process

In accordance with Oregon Administrative Rules (581-022-1310), identification of academically talented and intellectually gifted students includes the use of nationally standardized test scores, behavioral, learning and/or performance information. Students may be identified as intellectually gifted if they score at or above the 97th percentile on a nationally standardized test of mental ability. Academically talented students shall score at or above the 97th percentile on a nationally standardized test of reading or mathematics.

The school’s TAG committee (the principal, TAG Coordinator, district representative, and classroom teacher representatives) looks at the whole child by reviewing multiple criteria for identification: nomination by teacher, parent, or self; rated work samples; and nationally-normed test scores. Based on the information available, a decision is made as to whether the student meets or does not meet the criteria for TAG identification. The parent is notified of this decision by mail.

Talented and Gifted Program Specialist
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Talented & Gifted Education

APPEALS AND COMPLAINTS