

PSR-Policy CMR-901
Phoenix Campus Visitors Standards

Visitors

All visitors must check-in with the front office and wear a guest pass while on school property.

Front Office will notify the Principal regarding visitors who will be present where students are located.

If an unforeseen situation occurs, Administration reserves the right to escort the visitor off school property.

Phoenix School of Roseburg considers its building and campus a 'safe place.' Rules and expectations for all person on the property are as follows:

- Every person treats others with respect.
- Every person communicates in a respectful manner.
- Every person respects the emotional and physical safety of others.
- Every person commits to playing a role in facilitating safety.

All visitors must also check-out with the front office when they leave school property. This is to ensure accurate counts during real and simulated emergency situations.

PSR-Policy CMR-902
Parent, Community Member Complaint Procedure

Staff, Parent, Community Member Complaint Procedure

Should any student, parent/guardian, or community member express a complaint, request to register a complaint, or seek redress for a grievance, the following procedure will be followed:

1. The staff member should politely welcome the complaint, actively listen, and, for oral complaints, write down the complaint. Ask politely if the complainant will provide their name and a contact phone number for follow up.

Note: Staff members are not expected to endure harassment, threats or abuse from a complainant. If a complainant is verbally abusive, the staff member should immediately refer the complainant to their direct supervisor or to a member of Administration. If the complainant is threatening or physically abusive, staff members will call upon such authority as is necessary to protect their safety and that of students, staff, and school property.

2. The staff member shall forward all complaints to their immediate supervisor, who will follow up to resolve the complaint and provide a written record of the complaint and its resolution to the Executive Director. The Executive Director will make any necessary notifications at such time as required by law or by charter agreement.
3. If the supervisor's response does not resolve the complaint, the student, parent/guardian, or community member may appeal the matter to the Human Resources/Business Manager and Executive Director.

If the Executive Director's response does not resolve the complaint, the student, parent/guardian, or community member may appeal the matter to the Phoenix School Board's President, who will appoint an ad hoc Human Relations Committee to investigate and make recommendations to resolve the complaint

The complaint process should follow the timeline established in the Employee Grievance Process as closely as possible.

4. Complaint information will be used to aid in the School Improvement Process.
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PSR-Policy CMR-903
External Grievance Procedure

Formal External Grievance/Complaint Procedure

Phoenix School of Roseburg recognizes a need to implement a procedure for the prompt resolution of complaints alleging violations of standards as outlined by the Oregon Department of Education. These items include the failure to comply with PSR policies and procedures, local, state, and federal laws, and/or ODE standards. Phoenix School of Roseburg will maintain a form to be available for external parties to share a formal grievance or complaint about the school community.

This form will state the goal of 'fact finding not fault finding.' The form will include basic queries to learn the following: basic contact information, date of event leading to grievance, date became aware of event, detailed description of grievance/complaint, including names of other persons involved, any steps taken to remedy the grievance, and proposed solution to grievance. The form will also contain a notice that "The claim will be responded to seriously, promptly and confidentially. Allowing for a fair investigation, confidentiality will be maintained for all parties involved and no reprisals or retaliation will be tolerated consistent with the good faith reporting grievances." The form will also communicate the following procedure:

Any complainant who is a parent/guardian of students attending school in the district qualifies to participate in the procedure described below:

1. All complaints to personnel shall be reported immediately to the Principal involved, whether these come by telephone, letter or by personal conference;
2. The Principal shall encourage the complainant to discuss the nature of the alleged classroom violation and the complainant shall be given the opportunity to talk to the instructor involved;
3. If the complainant wishes to pursue the matter further, he/she shall be supplied with a printed form, "Formal External Grievance", which must be filled out (if the complaint would like assistance from a staff member to fill out the form, one may be made available upon appointment) and submitted to the Executive Director before formal consideration shall be given to the complaint;
4. The standard which is the subject of the complaint shall not be altered pending final action by the Board;
5. The Executive Director will arrange for a review committee which may include the Executive Director, the Principal, a faculty, a Board member, a lay person, the appropriate content area specialist and the program coordinator.
 - a. The lay person and Board member shall be appointed by the Board Chair;
 - b. The committee shall meet as soon as possible and return a written report of its findings to the Executive Director;
 - c. The committee may recommend that the alleged violation be:
 - i. In total compliance;
 - ii. In partial compliance (specification shall be stated for total compliance);
 - iii. In non-compliance;
 - d. The Executive Director shall report the recommendation of the review committee to the Board, whose decision shall be final;
 - e. The decision of the Board shall be transmitted to the Executive Director, to the appropriate personnel and to the complainant.

If the complainant is still not satisfied, she/he may, of course pursue the complaint through the appropriate local government agency.

PSR-Policy CMR-904
Public Records Request Process

1. Purpose and Compliance. The purpose of this policy is as follows: (a) ensure that all requests for public records are handled in a manner that complies with the Oregon Public Records Law, ORS 192.410 - 192.505, as amended; (b) provide reasonable measures to protect and preserve the integrity of the public records of The Phoenix School ("School"); and (c) maintain office efficiency and order. To the extent this policy conflicts with any federal, state, and/or local laws, regulations, and/or ordinances, School will comply with the applicable federal, state, and/or local laws, regulations, and/or ordinances.

2. Public Records Requests - Procedure.

2.1 Method of Records Requests. A request for public records that are in the custody of School must be made by submitting a written request, on the form prescribed by School, to the following:

The Phoenix School
Attn: Thomas McGregor
3131 NE Diamond Lake Blvd
Roseburg, Oregon 97470
Telephone: 541-440-1115; Facsimile: 541-44-1124
Email: tmcgregor@roseburgphoenix.com

A public records request may be submitted in person or via mail, facsimile, or electronic mail.

2.2 Specificity of Records Request. All requests for public records must be dated and signed by the person (the "Requester") requesting to inspect the public records or receive a copy of the public records. In addition, in order to facilitate the public's access to public records in School's possession, and to avoid unnecessary expenditure of School's personnel time, a request to inspect public records or receive copies of public records must contain the following minimum information: (a) the Requester's name and address; (b) the Requester's telephone number or other contact information; and (c) a sufficiently detailed description of the public records requested, including the dates, subject matter, and such other information concerning the requested public records as may be necessary to enable School personnel to search for and readily locate the desired public records.

2.3 School Response.

2.3.1 Subject to and except as otherwise provided under this policy or applicable law, if School receives a written request to inspect or receive a copy of a public record in accordance with this policy and applicable law, School will, within five business days after receiving the public records request, acknowledge receipt of the request or complete School's response to the request. School's acknowledgment will (a) confirm that School is the custodian of the requested record, (b) inform the Requester that School is not the custodian of the requested record, or (c) notify the Requester that School is uncertain whether School is the custodian of the requested record. For purposes of this policy, the term "business day" means a day other than Saturday,

Sunday, and/or a legal holiday and on which at least one paid School employee that received the public records request is scheduled to and does report to work.

2.3.2 School may request additional information or clarification from the Requester to expedite School's response to the request. If School requests additional information or clarification, School's obligation to further complete its response to the request is suspended until the Requester provides the requested information or clarification or affirmatively declines to provide that information or clarification. School will close the subject request if the Requester fails to respond within 60 days to School's request for additional information or clarification.

2.3.3 School will provide the Requester an estimate of the fees applicable to making the public records available for inspection or providing copies. School will also advise the Requester that the requested public records will not be released (i.e., School's obligation to provide the requested records is suspended) unless and until School receives payment of the estimated fees for providing the service. School will close the subject request if the Requester fails to pay the fees within 60 days after the date on which School informed the Requester of the fees, or fails to pay the fee within 60 days after the date on which School informed the Requester of the denial of the fee waiver (if applicable). School's failure to advise the Requester of the prepayment obligation will not relieve the Requester of the obligation to pay applicable fees.

2.4 **Completion of Records Request.** School will complete its response to a properly completed written records request as soon as practicable and without unreasonable delay. To this end, as soon as reasonably possible, but no later than 10 business days after the date by which School is required to acknowledge receipt of the request under Section 2.3.1, School will (a) complete its response to the public records request, or (b) provide a written statement that School is still processing the request and a reasonable estimated date by which School expects to complete its response based on information then-available. Notwithstanding anything contained in this policy to the contrary, the time periods established under Section 2.3.1 and/or this Section 2.4 do not apply if compliance is impracticable because (x) staff or volunteers necessary to complete the response are unavailable, (y) compliance will demonstrably impede School's ability to perform other necessary services, and/or (z) the volume of public records requests being simultaneously processed by School. If School is unable to comply with the time periods established under Section 2.3.1 and/or this Section 2.4 for a reason identified under this Section 2.4, School will, as soon as practicable and without unreasonable delay, acknowledge the public records request and complete the response to the request.

2.5 **School Attorney.** Routine public records requests will be handled by the Department Head or his or her designee. More complex public records requests and/or public records requests that may implicate the application of one or more statutory exemptions from disclosure will be submitted to the School attorney for review and evaluation. After reviewing and evaluating the public records request, the School attorney will (a) make a determination as to whether the public records request may be processed, and (b) inform School whether to process the public records request. If the School attorney determines that School is unable to process the requested public records, the School attorney will provide the Requester a written response identifying the basis for the denial.

2.6 Access to Public Records. School will permit inspection and examination of its non-exempt public records during regular business hours in School's offices, or such other locations as School may reasonably designate from time to time. Copies of non-exempt public records maintained in machine readable or electronic form will be furnished, if available, in the form requested. If not available in the form requested, such public records will be made available in the form in which they are maintained. School is not required to engage in any of the following activities: (a) create any new public records and/or customize any existing public records in response to a public records request; (b) produce "lists" of public records that are not already available in the form of a "list"; (c) create a public record to disclose the reasoning behind School's actions or other knowledge School personnel may have; and/or (d) explain or answer questions or provide legal research and analysis on or about any public records.

2.7 Public Records Request Form. A request for public records must be made by submitting a written request to School on the form prescribed by School. The public records request form will be made available to the public. School may make modifications to the public records request form at any time and from time to time as School deems necessary or appropriate.

2.8 Certified Copies. Certified copies of non-exempt public records will be furnished upon request and receipt of payment therefor.

3. Fee Schedule.

3.1 Fees for Public Records. In order to recover School's actual cost for responding to public records requests, School regularly updates and adopts the fee schedule in PSR-Policy CMR 905.

3.2 Fees Exceeding \$25.00. School will not charge a Requester a fee for making the public records requested available for inspection, or for providing copies of the same, in excess of \$25.00 unless School first provides the Requester written notification of the estimated amount of the fees and the Requester confirms that the Requester wants the public body to proceed with making the public records available.

3.3 Advance Payment of Fees. All estimated fees for making the public records requested available for inspection, or for providing copies of the same, must be paid before the public records will be made available. If School's estimated fees exceeds the actual cost, the overpayment will be refunded by School to the Requester. If School's estimated fees is less than the actual expense incurred by School to process the records request, the Requester will pay such additional fees before the public records will be made available. Public records will not be released for inspection or copying unless and until School has received payment from the Requester for providing the requested public records.

3.4 Reduced Fee or Free Copies. School may furnish copies of any public record without charge or at a substantially reduced fee if School determines that the waiver or reduction of fees is in the public interest because making the public record available primarily benefits the general public.

3.5 Modifications to Fee Schedule. PSR-Policy CMR 905 may be modified at any time by resolution. Any change to PSR-Policy CMR 905 will apply as of the effective date of the

resolution modifying PSR-Policy CMR 905 and will not apply retroactively to any public records request that has been submitted and processed prior to the effective date of such resolution.

4. Original Records.

4.1 Authorization Required for Removal of Original Records. At no time will an original public record be removed from School's files or the place at which the public record is regularly maintained except upon authorization of the School's attorney.

4.2 On-Site Review of Original Records. If a request to review original public records is made, School will permit such review provided that search fees are paid in advance in accordance with Section 3 of PSR-Policy CMR 904. If School deems necessary or appropriate, School may require that School personnel be present during the review of any original records. The person reviewing the original records will be charged for School personnel's time for being present while the original records are being reviewed.

4.3 Unauthorized Alteration, Removal, or Destruction of Original Records. If any person attempts to alter, remove, and/or destroy any public record, School's representative will immediately terminate such person's review and will notify the School attorney.

5. Request Form.

5.1 Form For Use By Requesting Parties. A form for requesting parties to file their request shall be maintained by the Administration of the school. The form shall be comprised similarly as follows:

Phoenix School of Roseburg
Public Records Request Form

This Public Records Request Form must be completed and submitted to The Phoenix School ("School") to inspect or obtain copies of School's public records (as defined under ORS 192.311 - 192.431). Persons interested in making a public records request are advised to review School's Public Records Request Policy. You may contact the School if you have any questions regarding this form or the public records request process.

A. Requester Information

Name of Requesting Individual: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Telephone No: _____ Facsimile No.: _____ Email: _____

B. Record(s) Requested

Describe the public record(s) you are requesting. Please provide a sufficiently detailed description of the public record(s) requested, including the dates, subject matter, and such other information concerning the requested public record(s) as may be necessary to enable School personnel to search for and locate the public record(s).

C. Purpose of Records Request

Because the identity and motive of the person seeking disclosure of a particular public record may be relevant in determining whether a record is exempt from mandatory disclosure under a conditional exemption, please provide a brief statement as to the purpose of your public records request.

D. Receiving Records

Please specify the delivery/inspection date desired and preferred method of receiving the requested public record(s), if applicable. School does not guaranty that the requested public record(s) will be delivered or made available by your desired delivery/inspection date.

I would like to view/inspect the record(s) on _____

I would like to receive copies of the requested public record(s) not later than _____ by (circle):

Mail Facsimile Will pick-up Email

I have received and reviewed School's fee schedule attached to this form.

(initial)

I understand that I will not receive the requested public record(s) unless and until I have paid the fees estimated by School for providing the requested public record(s). If the estimated fees exceed School's actual cost, the overpayment will be refunded to me. I will pay additional fees to the extent the estimated fees are less than the actual expenses incurred by School.

_____ (Initial)

Signature: _____ Date: _____

For School Use Only

Date Request Received: _____ Time: _____

Estimated Fees: _____

Request Approved - requester notified on: _____ by: _____

Telephone Mail Fax Email In-Person

Request Forwarded to Attorney for Review - forwarded on:

_____ by: _____

Request Denied - requester notified on: _____ by:

Telephone Mail Fax Email

Reason for Denial:

Office does not maintain record(s)

Other: _____

Notes:

Request filled by: _____ Date: _____ Fees: _____

PSR-Policy CMR-905

Fee Schedule for Public Records Requests

1. **Copies of Public Records; Certified Copies.** Copies of public records are \$0.25 cents per page for standard, letter size copies. Copies may be certified for an additional charge of \$3.75.

2. **Copies of Sound Recordings.** Copies of sound recordings of meetings are \$10.00 per copy.

3. **Copies of Maps and Other Non-Standard Documents.** The actual cost to School for copying maps or other non-standard size documents will be charged to the Requester.

4. **Records on Compact Disk.** Copies of public records may be provided on compact disk if the record(s) are stored in School's computer system. Disks will be provided at a cost of \$10.00 per disk and may contain as much information as the disk will hold. Due to threat of computer viruses, School will not permit a Requester to provide disks for electronic reproduction of computer records.

5. **Records Transmitted via Facsimile and Electronic Mail.** The cost of public records transmitted by facsimile is \$2.00 for the first page and \$0.50 cents for each additional page, limited to a 25 page maximum, not including the cover page. The cost of public records transmitted by electronic mail is \$2.00 per electronic mail, plus \$0.25 cents per page, and is limited to 10 MB in size per electronic mail.

6. **Labor Costs.** School's personnel time for researching, locating, compiling, editing, summarizing, tailoring, and/or otherwise processing information and records will be at the hourly rate (or its equivalent) of the personnel responsible for processing the information or public records request, which time will be charged in quarter-hour increments; provided, however, School may waive School's labor costs for a public records request requiring 10 or fewer minutes of total personnel time. School will estimate the total amount of time required to respond to the public records request and the Requester will make payment for the estimated cost in advance. If the actual time and costs are less than estimated, the excess amount paid will be refunded to the Requester. If the actual costs and time exceed are more than estimated, the difference will be paid by the Requester at the time the public records are produced (but before the public records are made available).

7. **Delivery and Postage.** The Requester will pay the actual cost for delivery of the public records, including postage or courier fees.

8. **Attorney Fees.** As applicable, the Requester will pay the actual attorney fees charged to School for the cost of time spent by the School attorney reviewing the public records, redacting material from the public records, and/or segregating the public records into exempt and nonexempt records. The cost of the School attorney's time spent determining the application of the Oregon Public Records Law will not be included in the "actual attorney fees."

9. **Additional Charges.** If a request is of such magnitude and nature that compliance will disrupt School's normal operation, School may impose such additional charges as are reasonably necessary to reimburse School for its actual costs of producing the requested public records.