

PSR-Policy ADN-301
Bias Incident Complaint Procedure

Bias Incident Complaint Procedure

The terms “bias incident” and “symbols of hate” are defined in PSR Policy GOV-108. Persons impacted by a bias incident or display of a symbol of hate shall be defined broadly to include persons directly targeted by an act, as well as the community of students as a whole who are likely to be impacted by the act.

Step 1: When a staff member learns of a potential bias incident or display of a symbol of hate, the staff member will prioritize the safety and well-being of all persons impacted and without unreasonable delay report the incident to Administration.

Step 2: The Principal or designee shall acknowledge receipt of the complaint, reduce the complaint to writing, and investigate any complaint of a bias incident.

Responding staff will recognize the experience of all persons impacted, acknowledge the impact, commit to taking immediate action, and commit to preventing further harm against those persons impacted from taking place.

Educational components and redirection procedures, if any, will:

- Address the history and impact of bias and hate;
- Advance the safety and healing of those impacted by bias and hate;
- Promote accountability and transformation for people who cause harm; and
- Promote transformation of the conditions that perpetuated the harm.

The Principal or designee must consider whether the behavior implicates other school policies or civil rights laws, and if so, respond accordingly.

The Principal or designee will make a decision within 10 school days of receiving the complaint.

All persons impacted by the act will be provided with information relating to the investigation and outcome of the investigation, including:

- Notice that an investigation has been initiated;
- Notice when an investigation has been completed;
- The findings of the investigation and the final determination based on those findings;
- Actions taken to remedy a person’s behavior and prevent reoccurrence; and
- When applicable, the legal citation of any law prohibiting disclosure of any information described above, and an explanation of how that law applies to the current situation.

Step 3: If complainant or a respondent wishes to appeal the decision of the Principal or designee, the complainant or respondent may submit a written appeal to the Executive Director within five school days after receipt of the Principal’s or designee’s response to the complaint.

The Executive Director or designee shall acknowledge receipt of the appeal and may meet with all parties involved. The Executive Director or designee will review the merits of the complaint and the Principal's or designee's decision. The Executive Director or designee will respond in writing to the complainant within 10 school days.

The Executive Director or designee will ensure that the requirements in Steps 1 and 2 (redirection procedures, notice, etc.) are continued to be met through Step 3, as appropriate.

Step 4: If the complainant or respondent is not satisfied with the decision of the Executive Director or designee, a written appeal may be filed with the Board within five school days of receipt of the Executive Director or designee's response to Step 3. The Board may decide to hear or deny the request for appeal at a Board meeting. The Board may use an executive session if the subject matter qualifies under Oregon law. If the Board decides to hear the appeal, the Board may meet with the concerned parties and their representative at the next regular or special Board meeting. The Board's decision will be final and will address each allegation in the complaint and contain reasons for the Board's decision. A copy of the Board's final decision shall be sent to the complainant in writing within 10 days of this meeting.

The Board will ensure that the requirements in Steps 1 and 2 (redirection procedures, notice, etc.) are continued to be met through Step 4, as appropriate.

Complaints can be filed with or communicated directly to the Principal or designee in which case Step 1 will be skipped. Complaints against the Principal can be directed to the Executive Director or designee and will begin at Step 3. Complaints against the Executive Director or a Board member(s) can be directed to the Board and will begin at Step 4. If complaints begin later than Step 1, the individuals reviewing the complaint will ensure that all requirements are met.

The complainant, if a person who resides in the district, or a parent or guardian of a student who attends school with Phoenix School of Roseburg or a student, is not satisfied after exhausting local complaint procedures, the Phoenix School of Roseburg fails to render a written decision within 30 days of submission of the complaint at any step or fails to resolve the complaint within 90 days of the initial filing of the complaint, may appeal Phoenix School of Roseburg's final decision to the Deputy Superintendent of Public Instruction under Oregon Administrative Rules (OAR) 581-002-0001 – 581-002-0023.

Complaints may also be filed directly with the U.S. Department of Education Office for Civil Rights

Administration will develop and implement instructional materials to ensure that all school employees, staff and students are made aware of the policy, this administrative regulation and related practices. The materials will include reporting procedures, educational processes, and possible consequences.

When necessary, timelines may be adjusted by the Administration by communicating to all parties in writing. This communication must include a new timeline and an explanation of why the timeline must be adjusted.
