

ORANGE SOUTHWEST SCHOOL DISTRICT BOARD PROCEDURE FOR HEARING COMPLAINTS

The Orange Southwest School District Board recognizes that it is important to have a structure in place to formally respond to complaints from staff, parents, students, and/or community members. Below you will find the steps that the OSSD Board expects people to follow.

Step 1: Complainants are to first bring complaints to the individual about whom they have a complaint.

Step 2: If the problem can not be resolved with the individual concerned, it should be brought to the attention of their immediate supervisor or administrator. The complaint should be in writing stating the issue and supporting facts. The individual about whom there is a complaint, shall be given the opportunity for explanation, comment, and presentation of the facts as they see them.

Step 3: If the issue is not resolved by the involvement of the immediate supervisor or administrator, the complainant may request that the next level up in the administration/management review the decision that was made regarding the complaint.

Step 4: In the event that the complainant is not satisfied with the review of the decision regarding the complaint, the complainant may request in writing to the Superintendent for their review of the decision regarding the complaint.

Step 5: If after completing the above steps, the complainant feels the complaint was not treated in a manner consistent with procedures/policies or that the Superintendent did not act in compliance with procedures/policies, they may request in writing to the Board Chair a review of the Superintendent's decision at the next regularly scheduled meeting of the Board. The Board shall conduct a review on the record and the standard of review shall be whether the Superintendent's decision regarding the complaint constitutes an abuse of discretion. The Board shall conduct such meetings in accordance with Board procedures and shall render a decision. Board decisions are final.

Board Procedures for Hearing Complaints:

Step 1: The Board Chair confirms the complainant followed procedure steps 1-5 above.

Step 2: The hearing is placed on the warned agenda and copies of the written complaint are distributed to the Board.

Step 3: At the proper time, the chair recognizes the complainant and asks for a verbal summary of how their complaint was not treated in a manner consistent with procedures/policies or how the Superintendent did not act in compliance with procedures/policies.

Step 4: Board members are then invited by the chair to ask clarifying questions of the complainant. Board members may also ask clarifying questions regarding policy or procedures. Board members should refrain from giving opinions.

Step 5: The chair then recognizes the Superintendent and asks for a verbal summary response to the complainant's allegations, with reference to relevant policies and procedures.

Step 6: Board members are then invited by the chair to ask clarifying questions of the Superintendent. Board members may also ask clarifying questions regarding policies or procedures. Board members should refrain from giving opinions.

Step 7: The Board makes a decision. The Board's decision will be based on its review on the record and the standard of review shall be whether the Superintendent's decision regarding the complaint constitutes an abuse of discretion. Board decisions are final. The Board sends a written response to the complainant informing them of the Board's decision.