

# North Santiam School District

Code: KL  
Adopted: 9/21/00  
Revised/Readopted: 5/17/12; 12/18/14; 12/17/15;  
10/19/17; 3/15/18; 4/19/18;  
11/16/23

## Public Complaints

The district will develop and implement effective means of resolving complaints voiced by employees, students, parents/guardians of a student who attends school in the district or persons who reside in the district and will use recognized channels of communication.

If complaints are made to a Board member, the Board member shall refer the person making the complaint to the proper process. A Board member shall not attempt to respond, review, handle or resolve such complaints as the individual Board member has no authority to do so.

Although no staff member, student, parent or guardian of a student attending school in the district or person that resides in the district will be denied the right to petition the Board for redress of a grievance, complaints will be referred through the proper administrative channels for resolution before investigation or action by the Board. Exceptions are complaints that concern the superintendent or Board actions/operations.

The Board advises that the process for resolving a complaint is as follows:

1. Teacher/Employee;
2. Principal/Supervisor;
3. Superintendent/Designee;
4. Board.

The complaint procedure is available at the district's administrative office and on the home page of the district's website.

If a complaint addresses one or more of the issues identified below, a complainant should use the complaint process available in any of the following [policies and administrative regulations \(AR\)](#):

1. Discrimination or harassment on a basis protected by law: AC, AC-AR(1), AC-AR(2);
2. Bias incidents or display of symbols of hate: ACB, ACB-AR;
3. Sexual harassment: GBN/JBA, GBN/JBA-AR(1), GBN/JBA-AR(2), JBA/GBN, JBA/GBN-AR(1), JBA/GBN-AR(2);
4. Workplace harassment: GBEA, GBEA-AR;
5. Hazing, harassment, intimidation, bullying, menacing or cyberbullying (staff): GBNA, GBNA-AR(1), GBNA-AR(2);

6. Harassment, intimidation, bullying, cyberbullying, or teen dating violence (student): JFCF, JFCF-AR(1), JFCF-AR(2);
7. Sexual conduct with students: GBNAA/JHFF, GBNAA/JHFF-AR, JHFF/GBNAA, JHFF/GBNAA-AR;
8. Instructional resources or instructional materials: IIA, IIA-AR;
9. Complaints regarding the Talented and Gifted Program (TAG): IGBBA.

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 complaints against employees in a session open to the public unless an employee requests an open session.

A complaint of retaliation against a student who in good faith reported information that the student believes is evidence of a violation of state or federal law, rule or regulation, should be reported to the superintendent.

Complaints against the principal should be filed with the superintendent. See KL-AR(1) – Public Complaint Procedure

Complaints against the superintendent should be referred to the Board chair on behalf of the Board. See KL-AR(1) – Public Complaint Procedure

Complaints against the Board as a whole or against an individual Board member should be referred to the Board chair on behalf of the Board. See KL-AR(1) – Public Complaint Procedure

Complaints against the Board chair should be referred directly to the district counsel and Board Vice-Chair on behalf of the Board. See KL-AR(1) – Public Complaint Procedure.

The district may offer mediation or another alternative dispute resolution process as an option if all parties to the complaint agree in writing to participate in such mediation or resolution.

A complainant must file a complaint within the later of either time limit set below, in accordance with state law:

1. Within two years after the alleged violation or unlawful incident occurred or the complainant discovered the alleged violation or unlawful incident. For incidents that are continuing in nature, the time limitation must run from the date of the most recent incident; or
2. Within one year after the affected student has graduated from, moved away from or otherwise left the district.

The superintendent will administer the complaint process, as appropriate, established by administrative regulation KL-AR(1) – Public Complaint Procedure.

If a complainant, who is a parent or guardian of a student who attends school in the district, a student, or a person who resides in the district, alleges a violation of Oregon Administrative Rule (OAR), Chapter 581, Division 22 (Division 22 Standards), ORS 339.285 - 339.303 or OAR 581-021-0550 - 581-021-0570 (Restraint and Seclusion), or ORS. 659.852 (Retaliation) and the complaint is not resolved through the complaint process, the complainant may appeal<sup>1</sup> the district's final decision to the Deputy Superintendent of Public Instruction under OAR 581-002-0001 – 581-002-0023 (See KL-AR(2) - Appeal to the Deputy Superintendent of Public Instruction).

END OF POLICY

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**Legal Reference(s):**

[ORS 192.660](#)  
[ORS 332.107](#)

[ORS 659.852](#)  
[OAR 581-002-0001 – 002-0005](#)

[OAR 581-022-2370](#)

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

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<sup>1</sup> An appeal must meet the criteria found in OAR 581-002-0005(1)(a).