

Greater Albany School District 8J

Code: KL-AR(1)
Adopted: 1/11/21
Revised/Readopted: 6/20/22; 3/11/24
Orig. Code: KL-AR(1)

Concern and Complaint Procedure

Concerns and complaints will follow the process outlined below. Complaints outlined in Board Policy KL-Complaints will be processed using the specific policies and administrative regulation procedures. Complaints related to instructional materials challenges must use the form in the administrative regulation. If assistance is needed (language translation, writing complaint, etc.), please contact the Welcome Center.

Expressing a Concern with the School Employee

A parent or guardian of a student attending a school in the district, or a person who resides in the district, a staff member, or a student who wishes to express a concern should discuss the matter with the school employee involved prior to filing a formal complaint.

Filing a formal complaint

If the concern has not been resolved after discussing with the employee, follow the steps below to file a complaint.

Step One: Supervisor

If the individual is unable to resolve a concern with the employee, the individual must file a written, signed complaint with the supervisor within five working days of the employee's response. Complaints must be filed using the KL-AR(2) Public Complaint Form or the information on the form provided by email or in writing. The supervisor shall investigate the complaint, confer with the complainant and the parties involved, prepare a report of their findings and conclusion, and provide the report in writing or in an electronic form to the complainant within 10 working days after receiving the written complaint.

Complaints against the employee should be filed with the principal or administrator. Complaints against the principal should be filed with the level director. Complaints against a level director should be filed with the Assistant Superintendent. Complaints against a department director should be filed with the department district leadership team administrator. Complaints against a district leadership team administrator should be filed with the Superintendent.

Step Two: District Administrators

If Step One does not resolve the complaint, within five working days of the written response from the supervisor, the complainant must file an appeal with district administrators (level director, department director or district leadership team administrator). The appeal must be filed using KL-AR(3) Public Complaint Appeal Form or the information on the form provided by email or in writing.

The district administrator shall investigate the appeal, confer with the complainant and the parties involved, prepare a report of their findings and conclusion, and provide the report in writing or in an electronic form to the complainant within 10 working days after receiving the written appeal.

An appeal of the level director findings may be filed with the Assistant Superintendent. An appeal of the department director findings may be filed with the district leadership team administrator. The appeal must be filed using KL-AR(4) Public Complaint Appeal Form or the information on the form provided by email or in writing.

Step Three: Superintendent

If Step Two does not resolve the complaint, within five working days of the written response from the district administrator, the complainant must file an appeal with the superintendent. The appeal must be filed using KL-AR(3) Public Complaint Appeal Form or the information on the form provided by email or in writing.

The superintendent shall investigate the appeal, confer with the complainant and the parties involved, prepare a report of their findings and conclusion, and provide the report in writing or in an electronic form to the complainant within 10 working days after receiving the written appeal.

Step Four: School Board

If the complainant is dissatisfied with the superintendent's or designee's findings and conclusion, the complainant must appeal the decision to the Board within five working days of receiving the superintendent's decision. The appeal must be filed using KL-AR(3) Public Complaint Appeal Form or the information on the form provided by email or in writing.

The Board will review the findings and conclusion of the superintendent in a public meeting to determine what action is appropriate. The Board may use executive session if the subject matter qualifies under Oregon law. Appropriate action may include, but is not limited to, holding a hearing, requesting additional information, and adopting the superintendent's decision as the district's final decision. All parties involved, including the school administration, may be asked to attend such hearing for the purposes of making further explanations and clarifying the issues.

If the Board chooses not to hear the complaint, the superintendent's decision in Step Three is final¹.

The complainant shall be informed in writing or in electronic form of the Board's decision within 20 working days from the receipt hearing of the appeal by the Board. The Board's decision will address each allegation in the complaint and contain reasons for the district's decision. The Board's decision will be final.

The timelines may be extended upon written agreement between the district and the complainant.

The district's final decision for a complaint processed under this administrative regulation that 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), will be issued in writing or electronic form. The final decision will address each allegation in

¹ If the Board choose to accept the superintendent's decision as the district's final decision on the complaint, the superintendent's written decision must meet the requirements of OAR 581-022-2370(4)(b).

the complaint and contain reasons for the district's decision. If the complainant, who is a student, parent or guardian of a student attending school in the district or a person that resides in the district, and this complaint is not resolved through the complaint process, the complainant may appeal² the district's final decision to the Deputy Superintendent of Public Instruction under Oregon OARs 581-002-0001 – 581-002-0023.

Complaints against the Superintendent

Complaints against the superintendent should be referred to the Board chair on behalf of the Board. Complaints must be filed using the KL-AR(2) Public Complaint Form or the information on the form provided by email or in writing. The Board chair shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide, within 20 days, in open session what action, if any, is warranted. The Board may use executive session if the subject matter qualifies under Oregon law. A final written decision regarding the complaint shall be issued by the Board within 30 working days of receipt of the complaint. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

Complaints against the Board as a whole or against individual Board member

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. Complaints must be filed using the KL-AR(2) Public Complaint Form or the information on the form provided by email or in writing. The Board chair shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide, within 20 days, in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 30 working days of receipt of the complaint. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

Complaints against the Board chair

Complaints against the Board chair may be referred directly to the Board vice chair on behalf of the Board. Complaints must be filed using the KL-AR(2) Public Complaint Form or the information on the form provided by email or in writing. The Board vice chair shall present the complaint to the Board in a Board meeting. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. The Board shall decide, within 20 days, in open session what action, if any, is warranted. A final written decision regarding the complaint shall be issued by the Board within 30 working days of receipt of the complaint. The written decision of the Board will address each allegation in the complaint and reasons for the district's decision.

² An appeal must meet the criteria found in OAR 581-002-0005(1)(a).