

General Public Complaints

Members of the public and students are encouraged to make their concerns known to the School Administration and to afford the School Administration an opportunity to review those concerns and respond to them.

Complaints about instructional materials, staff members or alleged violation of state standards should be dealt with first at the local school. Persons having complaints should approach the K-6 or 7-12 Principal and if possible resolve the problems at this level. Complaints about board policy or administrative regulations should be referred directly to the Executive Director.

When a complaint is made directly to the Board of Education or to an individual board member, it will be referred to the Executive Director for study and possible solution.

If the person or persons having a complaint fails to resolve their concern with the Principal or the Executive Director they may request that the matter be referred to the Board of Education. If the Board of Education deems it advisable they may provide for a hearing of the complaint at an official meeting of the Board of Education.

Any complaint about school personnel will be investigated by the administration before consideration and action by the Board. The Board will not hear charges against employees in open session, unless the affected employee requests otherwise.

Whenever a complaint about personnel is made directly to the Board as a whole or to a board member as an individual, it will be referred to administration for study and possible solution. The individual employee involved will be advised of the nature of the complaint and will be given every opportunity for explanation, comment, and presentation of the facts as he/she sees them.

If necessary, the administration, the person who made the complaint or the employee involved may request a meeting with the Board for the purposes of further study and decision. Such meeting will be held in executive session unless the affected employee requests otherwise. Generally, all parties involved, including the school administration, will be asked to attend such a meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

Legal Refs:

ORS 192.660, 332.107

OAR 581-22-805

ORS 294.033

ORS 294.035

ORS 294.135(1)(a)ORS 294.155

ORS 338.115

Public Complaint Procedure

Step One

Any member of the public who wishes to express a concern should discuss the matter with the school employee involved. The employee shall respond within five working days; provided, however, that in the event more than five working days are reasonably required, in the employee's discretion, in order for the employee to respond fully, the employee shall notify the member of the public within five working days that additional time is required and that a response will be provided as soon as reasonably practicable under the circumstances.

The Administrator: Step Two

If the individual is unable to resolve a problem or concern with the employee, the individual may file a written, signed complaint with the administrator, clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required). The administrator shall evaluate the complaint and render a decision within 10 working days after receiving the complaint; provided, however, that in the event more than 10 days are reasonably required, in the administrator's discretion, in order for the administrator to fully evaluate the complaint and render a decision, the administrator shall notify the complainant within ten working days after receipt of the complaint that additional time is required and that a decision will be provided as soon as reasonably practicable under the circumstances.

The Executive Director: Step Three

If Step Two does not resolve the complaint, within 10 working days after receiving the administrator's decision, the complainant, if he/she wishes to pursue the action, shall file a signed, written request with the Executive Director requesting a review of the complaint and the administrator's decision.

The Executive Director shall investigate the complaint, including but not limited to the original complaint itself, the administrator's decision and any available documentation from Step Two, confer with the complainant and the parties involved and prepare a report of his/her findings and conclusion and provide the report in writing or in an electronic form to the complainant within 30 working days after receiving the request for review; provided, however, that in the event more than thirty working days are reasonably required, in the Executive Director's discretion, in order for the Executive Director to fully investigate the complaint and render a report of his/her findings and conclusions, the Executive Director shall notify the complainant within thirty working days after receipt of the request for review that additional time is required and that the findings and conclusions will be provided as soon as reasonably practicable under the circumstances.

The Board: Step Four

If the complainant is dissatisfied with the Executive Director's findings and conclusion, the complainant may appeal the decision to the Board within 10 working days of receiving the Executive Director's written findings and conclusions. The Board may, in its discretion, hold a hearing to review the findings and conclusion of the Executive Director, to hear the complaint and to hear and evaluate any other evidence as it deems appropriate. 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 Executive Director's decision is final.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon law.

If the Board chooses to hear the complaint, the complainant shall be informed in writing or in electronic form of the Board's decision within 20 working days from date of the 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.

Unless extended with written agreement of the complainant and the Executive Director, the complaint procedure set out above will not be longer than 90 days from the filing date of the original complaint with the administrator under Step Two to the issuance of the Executive Director's written findings and conclusions under Step Three.¹²

The final decision for a complaint processed under the administrative regulation that alleges a violation of OAR Chapter 581, Division 22 (Standards), ORS 339.285 to 339.383 or OAR 581-021-0550 to 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 the complaint and contain reasons for the school's decision. If the complainant is a student, parent or guardian of a student attending the school, and this is not resolved through the complaint process, the complainant may have appeal rights with the Deputy Superintendent of Public Instruction as outlined in OAR 581-021-0049.

In the event of concerns involving a principal that are not resolved at Step One, the person may proceed directly to filing a complaint with the Executive Director in Step Three.

Complaints against the Executive Director should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. 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. After receiving the results of the investigation, the Board shall decide, within 20 working days, in open session what action, if any, is warranted.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. 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. After receiving the results of the investigation, the Board shall decide, within 20 working days, in open session what action, if any, is warranted.

Complaints against the Board chair may be made directly to the Board vice chair on behalf of the Board. The Board vice chair shall present the complaint to the Board. 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. After receiving the results of the investigation, the Board shall decide, within 20 working days, in open session what action, if any, is warranted.

¹The timelines may be extended upon written agreement between both parties.

²This also applies to complaints file against the Executive Director or any Board member.

Logos Public Charter School

COMPLAINT FORM

TO: _____ (Name of School)

Person Making Complaint _____

Telephone Number _____ Date _____

Nature of Complaint

Who should we talk to and what evidence should we consider? _____

Suggested solution/resolution/outcome: _____

Signature of Complainant: _____ Date: _____

Office Use: Disposition of Complainant: _____
Signature: _____ Date: _____