

## **Complaint Procedure**

### **Initiating a Complaint: Step One**

A student, patron or employee who wishes to express a complaint should discuss the matter with the ESD employee involved. Complaint should be brought within 10 working days from incident or knowledge thereof.

### **The Administrator: Step Two**

If the complainant is unable to resolve a problem or concern at step one, then within five working days of the meeting with the employee, the complainant may file a written, signed complaint with the supervising administrator. The supervising administrator shall evaluate the complaint and render a decision within 15 working days after receiving the complaint.

### **The Superintendent: Step Three**

If Step 2 does not resolve the complaint, within 10 days of the meeting with the supervising administrator, the complainant, if he/she wishes to pursue the action, shall file a signed, written complaint with the superintendent clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required.)

The superintendent shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and his/her conclusion and provide the written report to the complainant within 10 working days after receiving the written complaint.

### **The Board: Step Four**

If the complainant is not satisfied with the decision of the Superintendent or designee, a written appeal may be filed with the Board within 10 school days of receipt of the written decision. The Board will review the appeal and make a decision, in writing, to the complainant.

The complaint procedure set out above will not be longer than 90 days from the filing date of the original complaint with the ESD employee involved.

Complaints against an administrator or supervisor may be filed with the superintendent.

Complaints against the superintendent should be referred to the Board chair. 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 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. 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 in what action, if any, is warranted.

Complaints against the Board chair may be made directly to the Board vice chair. 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 what action, if any, is warranted.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule for which the State Superintendent of Public Instruction has appeal responsibilities, and the complaint is not resolved at the Board level, then the ESD will supply the complainant with appropriate information to file a direct appeal to the State Superintendent as outlined in Oregon Administrative Rule (OAR) 581-022-1940. A decision is final for the purposes of an appeal to the State Superintendent of Public Instruction once the Board renders a decision at Step Four or if:

- (a) The district has failed to comply with the procedural time limits in its written complaint process;
- (b) In a multi-step district complaint process, the district fails to render a written decision within 30 days of the submission of the complaint at each step; or
- (c) The district fails to resolve a complaint within 90 days of the initial filing of a written complaint, regardless of the number of steps in the district complaint process.



## COMPLAINT FORM

To: High Desert Education Service District

Person Making Complaint \_\_\_\_\_

Telephone Number \_\_\_\_\_ Date \_\_\_\_\_

Nature of Complaint \_\_\_\_\_

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Who should we talk to and what evidence should we consider? \_\_\_\_\_

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Suggested solution/resolution/outcome: \_\_\_\_\_

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Office Use: Disposition of Complaint: \_\_\_\_\_

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

cc: Superintendent