

## Title: COMPLAINT PROCEDURE

### Control Information

Control Item	Details
Owner/Curator	Sue Shackelford
Procedure #	0002a
Supersedes	None
File Location	www.bethanycharter.org
Board approval date	July 5, 2004

### Revision History

Revision	Date	Revision Description	Originator
A	July 5, 2004	Initial Release	K. Buchheit

## 1.1 School Philosophy:

The Board believes that complaints are most effectively resolved when they are handled as close to their origin as possible.

Although no community member will be denied the right to petition the Board for redress of a grievance, complaints should go through the proper channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations.

## 1.2 Step One: Initiating a Complaint

Any member of the public who wishes to express a complaint should discuss the matter with the school employee responsible. It is the intent of the School to solve problems and address all complaints as close as possible to their origination.

## 1.3 Step Two: The Head Teacher/Administrator

If unable to resolve a problem or concern at Step One then the complainant should work with the head teacher/administrator to resolve the complaint or concern. The head teacher/administrator shall investigate the complaint, confer with the complainant and the

parties involved. If the discussion with the head teacher/administrator does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he or she wishes to appeal the decision to the Board, shall file a signed, written complaint with the head teacher/administrator clearly stating the nature of the complaint and a suggested remedy which initiates Step Three. If a complaint is filed with the Board, the head teacher/administrator will prepare a written report of his/her findings and conclusion.

## **1.4 Step Three: The Board**

The written complaint and the head teacher/administrator's findings and conclusions shall be submitted to the Board. The Board shall hold a hearing to review the findings and conclusion of the administrator, to hear the complainant and to take such other evidence, as it deems appropriate. Generally all parties involved, including the school head teacher/administrator, will be asked to attend such meeting for the purpose of presenting additional facts, making further explanations and clarifying the issues.

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

The head teacher/administrator, before consideration and action by the Board, will investigate any complaint about school personnel. The Board will investigate any complaint about the school head teacher/administrator. The Board will not hear charges against employees in open session.

While speakers may offer objective criticism of school operations and programs, the Board will not hear personal complaints concerning school personnel nor against any person connected with the school system in public session. To do so could expose the Board to a charge of being party to slander and would prejudice any necessity to act as the final review of administrative recommendations regarding the matter. The Chair will direct the visitor to the appropriate means for Board consideration and disposition of legitimate complaints involving individuals.

If the complaint alleges violation of the Standards for Oregon Public Schools the Board shall, at the conclusion of the complaint review process, provide the complainant with written notice of the process for directing an appeal to the State Superintendent of Public Instruction. Such an appeal can only be filed after the local complaint procedures have been exhausted or after 45 days of filing the written complaint with the district, whichever first occurs.