



PROCEDURE

Complaints, Public: Process for Resolving ADM-P008

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1.0 SCOPE:

- 1.1 Complaints are best handled when the complainant and the employee involved work together to find a solution. In order to allow for a prompt resolution, complaints should be submitted in a timely manner. When requested, reasonable accommodations for persons filing a complaint will be available.

2.0 DEFINITIONS:

- 2.1 Complaint: Any concern, problem, or difficulty related to the District.
- 2.2 Complainant: A parent or legal guardian of a student(s) attending Salem-Keizer schools or a member of the public residing within the boundaries of the school district that has initiated a complaint.
- 2.3 Discrimination: Words or actions which make an adverse distinction among or between persons or groups of persons.

3.0 PROCEDURE:

- 3.1 Level One: Informal complaints should first be discussed directly with the employee involved.
 - 3.1.1 If the issue cannot be resolved to the complainant's satisfaction, the complainant should present the concern to the principal or supervisor with primary responsibility for that area.
 - 3.1.2 If unable to resolve a complaint at level one, the complainant may proceed to the formal complaint process in Level Two.
 - 3.1.3 The principal or supervisor will provide information on the formal complaint process.
- 3.2 Level Two: Formal Complaint. submit a written letter to the appropriate principal or supervisor. This letter must contain the following information:
 - 3.2.1 Name and contact information
 - 3.2.2 A description of the incident, including what happened, when, where, names of those involved, and names of any witnesses.
 - 3.2.3 Student's name (if appropriate).
 - 3.2.4 A description of what actions the complainant has taken to resolve the issue.
 - 3.2.5 Suggestions for resolving the issue (optional).
- 3.3 Level Three: Investigation of the formal complaint by the Principal or Supervisor.
 - 3.3.1 Upon receipt of the formal complaint, the principal or supervisor shall arrange to conference with the complainant within ten (10) working days after receipt of the complaint.
 - 3.3.2 The principal or supervisor shall investigate the complaint and provide the complainant with a written decision within ten (10) working days after the conference.
 - 3.3.3 If unable to resolve the complaint at this level, the complainant has the right to request that the Level Director or Department Administrator review the decision. This request must be submitted in writing within ten (10) working days of the complainant receiving the written decision.

3.4 Level Four: Review of the decision by the Level Director or Department Administrator.

- 3.4.1 The Level Director or Department Administrator will review the record of the complaint and determine whether further investigation is merited.
- 3.4.2 If further investigation is not merited, a written decision will be provided to the complainant no later than ten (10) working days after receipt of the formal complaint.
- 3.4.3 If further investigation is merited, an investigation will begin no later than ten (10) working days after the receipt of the formal complaint. A written decision will be provided to the complainant no later than ten (10) working days after the investigation concludes.
- 3.4.4 If dissatisfied with the Level Director or Department Administrator's decision, the complainant has the right to request that the Superintendent review the decision. This request must be submitted in writing within ten (10) working days of the complainant receiving the written decision.

3.5 Level Five: Appeal to the Superintendent.

- 3.5.1 The Superintendent or their designee will follow the same steps outlined in section 3.4 of this procedure.
- 3.5.2 If dissatisfied with the Superintendent's decision, the complainant has the right to request that the School Board Chair and Vice-Chair review the decision. This request must be submitted to the Superintendent's office, in writing, within ten (10) working days of the complainant receiving the written decision of the Superintendent or their designee.

3.6 Level Six: Appeal to the School Board Chair and Vice-Chair.

- 3.6.1 The School Board Chairperson and Vice-Chairperson shall review the record of the complaint and determine whether the nature of the complaint and the Superintendent's decision warrant a hearing before the full Board.
 - 3.6.1.1 At their discretion, the Board Chairperson may include another School Board Director to participate in the reviewing of the complaint as described in section 3.7.1 above.
- 3.6.2 The decision of the Chairperson and Vice-Chairperson will be sent to the complainant in writing no later than ten (10) working days after receipt of the formal complaint.
- 3.6.3 If dissatisfied with the decision, the complainant has the right to petition, in writing, the remaining Board members requesting a hearing. The written petition must be submitted to the Superintendent's office, in writing, within ten (10) working days of the complainant receiving the written decision of the Chair and Vice-Chair.

3.7 Level Seven: Petitioning Board Members.

- 3.7.1 The Superintendent or designee will provide the School Board a copy of the petition and a copy of the record of the complaint within ten (10) working days of receiving the petition.
- 3.7.2 The Board members will review the record of the complaint and submit their individual decision regarding holding a full hearing to the Superintendent, in writing, within ten (10) working days of receiving the record of the complaint.
- 3.7.3 If there are not four members who agree to hold a hearing, the decision of the Chairperson and Vice-Chairperson will be final.



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3.7.3.1 The complainant will be notified of the outcome of their petition in writing.

3.7.4 If four Board members agree, a hearing will be scheduled in accordance with the Oregon Public Meetings Law. The decision of the Board, at the conclusion of the hearing, shall be final.

3.8 If the complainant chooses to file with an outside agency, or if legal action is initiated, the outside process will cause the District's complaint process to cease.

3.9 The complainant may appeal directly to the Deputy Superintendent of Public Instruction under OAR 581-002-0001 through 581-002-0023 relating to certain violations of Oregon Administrative Rule and Oregon law.

4.0 MEASUREMENT: None

5.0 ASSOCIATED DOCUMENTS: None

6.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Disposition	Protection
Complaint Letter and backup materials	School or Department files	1 year	Secure disposal	Office locked when not in use

7.0 REVISION HISTORY:

Date	Description
7/30/12	Approved by Cabinet
8/25/16	Added 3.7.1.1 describing the option to add another board member in the reviewing of the record to determine if a hearing is warranted.
5/5/17	Approver changed
7/29/19	Changed wording section 3.7.3 to be consistent with wording in section 3.6.2
3/3/22	Minor adjustments throughout.
8/24/22	Minor adjustment to section 3.5.
10/18/22	Updated reference to OAR in section 3.9.

8.0 FLOWCHART: A flowchart does not exist for this procedure.

9.0 APPROVAL AUTHORITY:

9.1 Superintendent

(Approval on file)
 Signature Date