

# Coburg Community Charter School Policy

Code: KL  
Adopted: 6-12-17

## COMMUNITY SCHOOL RELATIONS COMPLAINT PROCEDURE

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.

### Step One: Initiating a Complaint

Any member of the public or school community, including staff, 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. If a discussion with the school employee responsible is not practical under the circumstances, the complainant, if he or she wishes to pursue the action, should contact an administrator about the issue in writing (e.g., email, letter, etc.).

### Step Two: The Administrator

- a) If unable to resolve a problem or concern at Step One then the complainant should work with the administrator to resolve the complaint or concern. The administrator shall investigate the complaint, confer with the complainant and the parties involved.
- b) If the discussion with the administrator does not resolve the complaint, a non-quorum body of the Board will be present for a collaborative meeting between all parties involved to discuss the issue at hand and work towards a conclusion.
- c) If such discussion is not practical under the circumstances or a mutually agreeable solution can not be reached, the complainant, if he or she wishes to appeal the decision to the Board, shall file a signed, written complaint with the 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 administrator will prepare a written report of his/her findings and conclusion.

### Step Three: The Board

The written complaint and the 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 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 administrator, before consideration and action by the Board, will investigate any complaints about school

personnel. The Board will investigate any complaints about the school 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 a 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.

Complaints against an administrator may be filed with the administrator's direct supervisor. Complaints against the Executive Director should be referred to the Board chair. The Board may refer the investigation to a third party.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair and may be referred to public charter school counsel. Complaints against the Board chair may be made directly to the Board vice chair. If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule that the State Superintendent of Public Instruction has appeal responsibilities, and is not resolved at the local level, then the public charter school will supply the complainant with appropriate information in order to file a direct appeal to the State Superintendent as outlined in Oregon Administrative Rules (OAR) 581-022- 1940.

END OF POLICY