

## **Public Complaints**

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

Any member of the public who wishes to express a complaint should discuss the matter with the district employee involved (teacher, counselor, assistant principal, secretary, etc.). It is the intent of the district to solve problems and address all complaints as close as possible to their origination.

### **The Building/Site Supervisor: Step Two**

If unable to resolve a problem or concern at step one, the complainant will work with the building principal/site supervisor to resolve the complaint or concern. The building administrator/site supervisor will attempt to solve problems and address all complaints as close as possible to their origination.

### **The Student Services Administrator/Appropriate District Administrator: Step Three**

If discussion at the building level does not resolve the complaint, or if such discussion is not practical under the circumstances, the complainant shall file a signed, written complaint with the Student Services Administrator/Appropriate District Administrator if he/she wishes to pursue the action, clearly stating the nature of the complaint and a suggested remedy. A form is available, but is not required.

The Student Services Administrator 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. Approximately two weeks will be required in most cases.

### **The Superintendent: Step Four**

The superintendent or designee shall review the complaint and the findings of the Student Services Administrator, confer with the complainant and parties involved and prepare a written report of findings and conclusion. Approximately two weeks will be required in most cases.

### **The Board: Step Five**

The complainant may appeal the decision to the Board if he/she believes that the administration has not followed the district policy and administrative regulations. Appeals must be submitted in writing within five working days of the Superintendent's decision. The Board shall review the appeal at its next regularly scheduled meeting.

The Board shall review the written record of the superintendent and other evidence as deemed appropriate and may sustain or overturn the decision. The Board's decision will be considered final. The decision will be in writing and include supporting rationale. The Board may elect to review the record in executive session if the subject matter qualifies under Oregon Revised Statute, unless an open hearing is requested by the complainant. Persons may, after exhausting all local complaint procedures, appeal in writing to the State Superintendent of Public Instruction.

**Lincoln County School District  
Public Complaint Form**

Note: Please return completed form to:

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Name/Address/Telephone of person(s) making complaint:

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Nature of Complaint: (Please be specific as to names, dates, times, events, etc.)

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Resolution Sought:

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School Officials with Whom You Have Discussed This Concern:

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Signature

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Date