

## **Staff Complaint Procedure**

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

Employees or volunteers wishing to express a complaint about another district employee, or volunteer should discuss the matter with the district employee or volunteer 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. Complaints should be addressed within 10 days of the occurrence of the incident.

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

If unable to resolve a problem or concern at step one, the complainant should meet with the building administrator within 10 days of trying to resolve the issue at Step One. The administrator should seek to work out a satisfactory resolution within 10 days. If it is more practical to discuss the matter with the superintendent, the complainant may consult with the superintendent for Step Two. The same timelines apply.

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

If the complaint is not resolved, the complainant must submit the complaint in writing within 10 days to the superintendent stating the nature of the complaint, the timeline and process used for resolving the complaint and a suggested remedy. (A form is available, but not required.)

The superintendent shall investigate the complaint, and prepare a written report of his/her findings and his/her conclusion. (Approximately 10 working day in most cases will be required. If a longer period is needed the superintendent shall inform the complainant. )

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

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board. The Board shall hold a hearing to review the findings and conclusion of the superintendent, to hear the complainant and to take such other evidence as it deems appropriate. Generally all parties involved, including the school administration, will be asked to attend such meeting for the purposes 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 or if the person whom the complaint is about requests the matter be held in executive session.

