



Complaint Policy

Definitions

Complainant- person filing a complaint against the District.

Division 22- the educational standards that the State of Oregon has determined must be met in order to be a standard school district.

Final Decision- the written decision from the District that settles a matter at the District level. Some Final Decisions have additional appeal rights to other agencies.

Affirmed- the decision made after a review of the evidence that there is reason to believe that a violation of state or federal law or District policy has occurred.

Not Affirmed- the decision made after a review of the evidence that a violation of state or federal law or District policy has not occurred.

We know that when families are engaged with their children's schools, children are more likely to have academic success, graduate from high school, develop self-confidence, and demonstrate strong social behaviors. When we put children at the center of our decisions and actions, we can deliver better experiences for 1(at)2 (e sokh(or)7s)4 ()f



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curriculum, etc.), special education programs (but not individual complaints), health and safety, equitable education opportunities, sports safety, restraint and/or seclusion, bias or discrimination in education, retaliation against a student or parent/guardian, and failure to investigate complaints of bias.

If a complainant is not satisfied after exhausting the District's complaint procedures, the District fails to provide a written decision within 30 days of submission of the complaint at any step, or the District fails to resolve the complaint within 60 days of the initial filing of the complaint, complainants may appeal the District's final decision to the Oregon Department of Education.

- b) Because complaints can be an important indicator of the health of an organization, the Superintendent will provide to the Board at least annually data on (1) Division 22 trends, emerging issues, and District responses, as well as an assessment of the formal complaint process; and (2) a summary of complaints that are not governed by a process that is required by statute or regulation (e.g., Title IX) that have been filed using the District's complaint process concerning matters that affect more than an individual student or school.
- c) The District shall provide training for designated District staff on how to handle Formal Complaints under Division 22.

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Board Policy

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2. Within one year after the affected student has graduated from, moved away from, or otherwise left the



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decision within 30 days of receipt of the complaint, unless the parties agree to extend the deadline, and the decision will include information about next steps in the complaint process.

IV. FILING AN APPEAL OF A DIVISION 22 FORMAL COMPLAINT DECISION

A. STEP 2: APPEAL TO THE PPS SCHOOL BOARD

If a Formal Complaint about a Division 22 matter is not fully

Substantiated, the complainant may appeal the decision to the School Board. (Ed Code 201.22)

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the public and media unless the student or family requests the appeal be heard in a session open to the public.

6. As used in this policy, “days” will be counted as “calendar days.” Any period for response under this policy that falls on a weekend or legal holiday shall be extended to the next business day.

7. The District may not be able to assure confidentiality of the names of persons who file complaints under this policy.

8. If a complaint alleges employee misconduct that is outside the scope of this policy, the complaint coordinator will notify the Superintendent in writing of that filing, and the District will endeavor to respond in a timely manner.

9. Current and former employees may not bring a complaint under this policy regarding the terms, conditions, or status of their employment.

10. Complaints that have been previously filed by a complainant, investigated, and responded to and for which appeals have been exhausted or the time for appeal has expired, cannot be refiled when the complaint is regarding a particular incident or issue that has already been addressed.

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Department of Education or may file a complaint directly with the U.S. Department of Education without having to exhaust District procedures under this policy.

In addition to using the District complaint procedure, Special Education complaints may be made directly to the Oregon Department of Education. The complainant must send a copy of the complaint to the District and the Department of Education at the same time.

Adopted 11/2014; Amended 6/12/18, 6/15/2021, 7/12/2022, 6/13/2023

Legal Reference(s):

[ORS 192.610 to 192.690](#) [ORS 332.107](#); [ORS 339.285 to 339.383](#); [ORS 659.852](#); [OAR 581-022-2370](#)