
PUBLIC COMPLAINTS

Persons presenting complaints to Powell Butte Community Charter School about issues or occurrences over which PBCCS has control shall be processed thoroughly and in a timely manner. Such complaints shall be handled and resolved as close to their origin as possible.

1.
 - a. Complaints about individual classroom operations and procedures shall be directed to the teacher involved;
 - b. Complaints about athletics shall be directed to the coach or athletic director;
 - c. Complaints about individual school operations, procedures and programs shall be directed to the school administrator;
 - d. Complaints about instructional materials, curriculum and equal educational opportunity shall be directed to the administrator;
 - e. Complaints about special education and talented and gifted programs shall be directed to the Crook County School District special programs director;
 - f. Complaints about employee conduct, employment practices and equal employment opportunities shall be directed to the administrator;
 - g. Complaints about safety, insurance, facilities, maintenance, student transportation, food services and business practices shall be directed to the administrator;
2. Although no community member will be denied the right to petition the Board for redress of a grievance, complaints will be referred through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions policies or operations or complaints about the PBCCS administrator.
3. Certain issues have a prescribed method of processing because of confidentiality and/or specific requirements of federal or state law. If the matter is referred by PBCCS to any law enforcement agency, timelines in this process are suspended until a response is given by law enforcement.

While speakers may offer objective criticism of school operations and programs, the Board will not hear, in open session, complaints concerning school personnel or complaints against any person connected with the school system. 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 chairperson will direct the visitor to the appropriate means (written complaint) for Board consideration and disposition of legitimate complaints involving individuals.

4.
 - a. When practical, the complainant shall attempt to resolve the issue with the person responsible for the act or condition. The complainant should seek a meeting to discuss the issue in a timely manner. If such a meeting is to occur the employee's immediate supervisor may be involved informally in this meeting.

- b. If the meeting referred to in 4-a above does not occur or does not resolve the matter the complainant shall submit the complaint in writing to that employee's immediate supervisor. The written complaint should be filed within a reasonable time after any meeting referred to in 4-a above. The complainant should state specific details describing the incident, act or condition and the desired remedy.
 - c. Within 30 working days of receipt of the written complaint, the PBCCS administrator as identified in 1 a.- h. above shall investigate the matter and respond in writing to the complainant. The response shall include proposed resolution of the issue or, when applicable, the complainant shall be advised of the invalidity of the complaint. A copy of the complaint and response shall be filed with the superintendent.
5. If the complainant is not satisfied with the disposition of the complaint, the complainant may appeal in writing to the PBCCS administrator.
- a. The administrator shall review the complaint, the investigations, which have been conducted and the written responses that have been issued. Based on this information, the administrator will determine whether or not to review the case further. The administrator's decision on review shall be communicated to the complainant in writing within ten working days.
 - b. If the administrator decides to review, an informal hearing may be set within 15 working days. Notice of the hearing shall be delivered to the complainant by personal service no less than five calendar days prior to the hearing or by certified mail with return receipt requested with such notice to be mailed no less than seven calendar days prior to the hearing.
 - (1) At the hearing, if one is held:
 - (a) The complainant shall be given the opportunity to establish his/her concern and may provide witness testimony and exhibits;
 - (b) The appropriate PBCCS administrator shall present the findings of his/her investigation and explain the district's position;
 - (c) A written record shall be made of the proceedings. A taped record may be made at the discretion of the administrator.
 - (d) If a hearing is held the administrator shall issue a written response to the complainant based on the record of the hearing. That response, together with notice of the process to appeal the administrator's decision, shall be delivered to the complainant by personal service or by certified mail with return receipt requested within 10 working days. If a hearing is not held, the administrator will render a decision in writing within 30 working days of the administrator's receipt of the complaint.
6. If the complainant is not satisfied with the administrator's decision, the party may request a hearing before the Board.
- a. The request for such hearing shall be in writing and shall state the complaint and reason(s) why the administrator's decision is not appropriate. The request for hearing shall be filed with the Board secretary.

The Board may elect to hear, or decline to hear, the complaint. If the Board declines to hear the complaint, the administrator's decision will be final and the complainant will be notified in writing at that time that the Board has declined to hear the complaint.

- b. If the Board elects to hear the complaint, the Board shall schedule a hearing for the complainant within 30 days of receipt of the request for hearing. The complainant shall receive notice of the date, time and place of the hearing by personal service not less than five calendar days prior to the hearing date or by certified mail with return receipt requested, with such notice to be mailed not less than seven calendar days prior to the date of the hearing.
 - c. The Board shall conduct the hearing in executive session pursuant to ORS 192.660. Following the hearing, the Board shall respond to the complainant with the Board's decision. Such response shall be written and shall be delivered by personal service or mailed by certified mail with return receipt requested within 15 working days of the hearing.
7. If the complainant is not satisfied with the written response to the complaint, the complainant may wish to contact another agency including the Oregon Department of Education, the Office of Civil Rights or the U.S. Department of Education.
8. If the complainant chooses to contact any of the agencies noted in 7 above, the in-district complaint process shall terminate.
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