
Public Complaints

Members of the public, parents, staff and students are encouraged to make their concerns known to PBCCS and to afford the school an opportunity to review those concerns and respond to them. Complaints about instructional materials, staff members, compliance with state standards, or retaliation against a student or student's parents who in good faith reported information that the student believes is evidence of a violation of state and federal law, rule or regulation, should approach the appropriate staff member first, then the administrator in order to resolve the problem.

A complainant must follow the complaint procedure as outlined in administrative regulation KL-AR - Public Complaint Procedure.

Complaints about Board policy or administrative regulations should be referred directly to the administrator.

Complaints about the administrator may start at step 3 of administrative regulation KL-AR.

Complaints against the Board as a whole or against an individual Board member may start at step 3 of administrative regulation KL-AR.

Complaints against the Board chair may start at step 3 of administrative regulation KL-AR.

If the person(s) having a complaint fails to resolve the concern with the administrator, the person may request that the matter be referred to the Board. If the Board deems it advisable it may provide for a hearing of the complaint at an official meeting of the Board.

When a complaint is made directly to the Board or to an individual Board member, it will be generally referred to the administrator for evaluation and possible investigation. A Board member shall not attempt to consider such complaints in any official capacity acting as an individual Board member.

The board shall develop administrative regulations designed to encourage a timely resolution.

If a student, parent or guardian of a student who attends PBCCS or a person who resides in the district where the school is located alleges a violation of Oregon Administrative Rule (OAR) Chapter 581, Division 22 (Standards), Oregon Revised Statute (ORS) 339.285 - 339.303 or OAR 581-021-0550 - OAR 581-021-0570 (Restraint and Seclusion) or ORS 659.852 (Retaliation) and the complaint is not resolved through the complaint process, the complainant may have appeal rights with the Deputy Superintendent of Public Instruction as outlined in OAR 581-002-0040.

If the complaint alleges discrimination pursuant to ORS 659.850 (Discrimination) and the complaint is not resolved at the local level through administrative regulation AC-AR - Discrimination Complaint Procedure,

the complaint may meet the criteria to file an appeal with the Superintendent of Public Instruction as outlined in OAR 581-021-0049.

END OF POLICY

Legal Reference(s):

[ORS 192.610 to -192.690](#)
[ORS 338.115\(2\)](#)

[ORS 659.852](#)

[OAR 581-022-2370](#)

Anderson v. Central Point Sch. Dist., 746 F.2d 505 (9th Cir. 1984).
Connick v. Myers, 461 U.S. 138 (1983).