

## Public Complaint Procedure

*Nothing in the Public Complaint policy or Public Complaint Procedure is intended to supersede or alter the Complaint Procedure set forth in the Madrone Trail Public Charter School Personnel Handbook relating to the complaint procedure available to school employees with complaints concerning prohibited conduct as described in the Personnel Handbook. A school employee who believes he or she may have been subject to any job-related harassment based on a Protected Category or other reason or believes he or she has been treated in an unlawful, discriminatory or inappropriate manner, is encouraged to promptly report the incident in the manner set forth in the Personnel Handbook.*

### Step One

Any member of the public who wishes to express a concern should discuss the matter with the public charter school employee involved. The employee shall respond within five working days.

### The Director: Step Two:

If the individual is unable to resolve a problem or concern with the employee the individual may file a written, signed complaint with the director clearly stating the nature of the complaint and a suggested remedy. (A form is available, but not required.)

The director shall investigate the complaint, confer with the complainant and the parties involved and prepare a report of his or her findings and conclusion and provide a report in writing or in an electronic form to the complainant within five working days of receipt of the written complaint.

### The Board: Step Three:

If the complainant is dissatisfied with the director or designee's findings and conclusion, the complainant may appeal the decision to the Board within five working days of receiving the director's decision. The Board may hold a hearing

to review the findings and conclusion of the director, to hear the complaint and to hear and evaluate any other evidence as it deems appropriate. All parties involved may be asked to attend such hearing for the purposes of making further explanations and clarifying the issues.

If the Board chooses not to hear the complaint, the director's decision is final.

The Board may hold the hearing in executive session if the subject matter qualifies under Oregon law.

The complainant shall be informed in writing or in electronic form of the Board's decision within twenty working days from the hearing of the appeal to the Board. The Board's decision will address each allegation in the complaint and contain reasons for the Board's decision.

The complaint procedure will not be longer than ninety days from the filing date of the original complaint with the director.<sup>1,2</sup>

Complaints against the director may start at step three and may be filed with the Board president on behalf of the Board. The Board president shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide, within twenty days, in open session what action, if any, is warranted.

Complaints against an individual Board member may start at step three and should be made to the Board president on behalf of the Board. The Board president shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide, within twenty days, in open session what action if any is warranted.

Complaints against the Board president may start at step three and be made directly to the Board vice president on behalf of the Board. The Board vice president shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide, within twenty days, in open session what action, if any, is warranted.

The final decision for a complaint processed under this administrative regulation that

---

<sup>1</sup> The timelines may be extended upon written agreement between both parties.

<sup>2</sup> This applies to complaints filed against the director or any Board member.

alleges a violation of OAR Chapter 581, Division 22 (Standards), ORS 339.285 to 339.383 or OAR 581-021-0550 to 581-021-0570 (Restraint and Seclusion) or ORS 659.852 (Retaliation), will be issued in writing or electronic form. The final decision will address each allegation in the complaint and contain reasons for the school's final decision. If the complainant is a student, parent or guardian of a student attending the public charter school or a person that resides in the district where the school is located, and this complaint alleges a violation of Oregon Administrative Rule (OAR) Chapter 581, Division 22 (Standards), ORS 339.285 to 339.383 or OAR 581-021-0550 to 581-021-0570 (Restraint and Seclusion) or ORS 659.852 (Retaliation), and is not resolved through the complaint process, the complainant may have appeal rights with the Deputy Superintendent of Public Instruction as outlined in OAR 581-021-0049.

# Madrone Trail Public Charter School

## COMPLAINT FORM

To: \_\_\_\_\_ Madrone Trail Public Charter School

Person Making Complaint \_\_\_\_\_

Phone Number \_\_\_\_\_ Date \_\_\_\_\_

Nature of  
Complaint \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Who should we talk to and what evidence should we  
consider? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Suggested  
solution/resolution/outcome: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_

<p><i>Office Use Only: Disposition of Complaint:</i> _____ _____ _____</p>
--

