

Control Information

Control Item	Details
Owner/Curator	Mark Hazelton
Policy #	KV8000
Supersedes	KV8000 A
File Location	https://www.philomathsd.net/kings-valley-home/school-board/policies
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Revision History

Revision	Date	Revision Description	Originator
A	10/01/01	Initial Release	B. Malone
B	2/2/2023	Update to include contractors	M. Hazelton

COMMUNITY SCHOOL RELATIONS

KV8000 COMPLAINT PROCEDURE

The Board believes that complaints are most effectively resolved when they are handled as close to their origin as possible.

Although no community member will be denied the right to petition the Board for redress of a grievance, complaints should go through the proper channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations.

Step One: Initiating a Complaint

Any member of the public who wishes to express a complaint should discuss the matter with the person under complaint. It is the intent of the School to solve problems and address all complaints as close as possible to their origination.

Step Two: The KVCS Administrator

If unable to resolve a problem or concern at Step One then the complainant should work with the KVCS administrator to resolve the complaint or concern. The KVCS administrator shall initiate an investigation by notifying the appropriate manager or administrator. Complaints about the school itself (the grounds, buildings, dangerous conditions, lack of equipment/materials, food, transportation and curriculum will be investigated by the KVCS Administrator. Complaints about the KVCS Administrator or KVCS Board of Directors will be investigated by the KVCS Board of Directors.

KVCS multiple third parties working regularly at the school including Polk County Mental Health, People Sustaining Kings Valley and the Philomath School District. There are many temporary contractors working on the school facilities. Complaints about contractors will be investigated by the contractors' management. The KVCS Administrator will make the complaint or work with the complainant to bring the complaint to the contractor.

The KVCS Administrator will confer with the complainant and the parties involved. If the discussion with the administrator does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he or she wishes to appeal the decision to the KVCS Board of Directors, shall file a signed, written complaint with the KVCS administrator clearly stating the nature of the complaint and a suggested remedy which initiates Step Three. If a complaint is filed with the KVCS Board of Directors, the administrator will prepare a written report of his/her findings and conclusion.

Step Three: The Board

The written complaint and the KVCS administrator's findings and conclusions shall be submitted to the KVCS Board of Directors. The KVCS Board of Directors shall hold a hearing to review the findings and conclusion of the KVCS administrator, to hear the complainant and to take such other evidence, as it deems appropriate. Generally all parties involved, including the KVCS administrator, will be asked to attend such a meeting for the purpose 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.

The administrator, before consideration and action by the Board, will initiate and ensure completion of an investigation about any staff members working at KVCS. The Board will investigate any complaint about the school administrators. The Board will not hear charges against employees in open session.

While speakers may offer objective criticism of school operations and programs, the Board will not hear personal complaints concerning school personnel nor against any person connected with the school system in public session. 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 Chair will direct the visitor to the appropriate means for Board consideration and disposition of legitimate complaints involving individuals.

If the complaint alleges violation of the Standards for Oregon Public Schools the Board shall, at the conclusion of the complaint review process, provide the complainant with written notice of the process for directing an appeal to the State Superintendent of Public Instruction. Such an appeal can only be filed after the local complaint procedures have been exhausted or after 45 days of filing the written complaint with the district, whichever first occurs.