



## **PUBLIC COMPLAINT PROCEDURE**

1. Within 20 days of the time the complainant first had knowledge or reasonably should have had knowledge of the action upon which the complaint is filed, a student or parent with the complaint shall generally first present it orally and informally to his/her teacher or appropriate school employee;
2. If the complaint is not resolved, the complainant may formally present the complaint in writing (including all supporting statements and evidence) within 10 working days of the informal conference to the Program Coordinator. The Program Coordinator shall evaluate the evidence and render a decision within ten working days after receiving the appeal;
3. If the complainant deems it desirable to carry the complaint beyond the decision reached by the Program Coordinator, he/she may, within five working days, file the complaint with the Principal or his/her designee. The Principal or his/her designee shall evaluate the evidence and render a decision within ten working days after receiving the appeal;
4. If the complainant deems it desirable to carry the complaint beyond the decision reached by the Principal, he/she may, within five working days, file the complaint with the Executive Director or his/her designee. The Executive Director or his/her designee shall evaluate the evidence and render a decision within ten working days after receiving the appeal;
5. If the complainant deems it desirable to carry the complaint beyond the decision reached by the Executive Director or his/her designee, he/she may within five working days request a review by the Board at its next regularly scheduled meeting. A final determination shall be made within 20 working days from receipt of the appeal by the Board. The complainant shall be informed in writing of the Board's decision within 20 working days from the hearing of the appeal by the Board. The Board's decision will be final. The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon Revised Statutes;
6. Persons may, after exhausting local complaint procedures, appeal in writing to the Superintendent of Public Instruction as outlined in Oregon Administrative Rule (OAR) 581-022-1940.

### **Withdrawal**

A complaint may be withdrawn by the complainant at any level without prejudice, reprisal or record.

### **Meeting and Decisions**

At each of the levels the complainant shall be given the opportunity to be present and to be heard. All decisions at each level shall be in writings and include supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest. Complaints against the principal may be filed with the superintendent.

Complaints against an administrator should be filed with the Executive Director.

Complaints against the Executive Director should be referred to the Board Chair, via the Board Secretary, on behalf of the Board.

The Board Chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board Chair may refer the investigation to the Board Secretary, or 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 in open session what action, if any, is warranted.

Complaints against the Board as a whole or against an individual Board member should be made to the Board Chair on behalf of the Board. The Board Chair 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 in open session what action, if any, is warranted.

Complaints against the Board Chair may be made directly to the Board Vice Chair on behalf of the Board. The Board Vice Chair 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 in open session what action, if any, is warranted.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule for which the State Superintendent of Public Instruction has appeal responsibilities, and the complaint is not resolved at the Board level, the district will supply the complainant with appropriate information to file a direct appeal to the State Superintendent as outlined in Oregon Administrative Rule (OAR) 581-022-1940.

**CRATER LAKE CHARTER ACADEMY**  
**COMPLAINT FORM**

TO:  Charter Board     Administrative Office     Elementary Programs     Secondary Programs

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

Date: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

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

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

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

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Date Received:

Assigned to (Position & Name):

Date Resolved:

By:

Administrative Signature: