

Title: COMPLAINT PROCEDURE

Control Information

Control Item	Details
Owner/Curator	BCS Board Secretary/BCS Administrator
Policy #	Procedure0002d
Supersedes	Procedure0002c
File Location	www.bethanycharter.org
Board approval date	May 8, 2017

Revision History

Revision	Date	Revision Description	Originator
A	July 5, 2004	Initial Release	K. Buchheit
B	Sept 14, 2009	Revisions	K. Buchheit
C	April 4, 2011	Revisions	K. Buchheit
D	May 2, 2016	Revisions	K. Buchheit

1.1 School Philosophy:

An individual properly presenting a concern or complaint shall be assured the opportunity for an orderly review of the concern or complaint without reprisal. BCS supports the resolution of a complaint closest to the origin as possible. Patrons are encouraged to follow usual and proper channels in registering complaints concerning any phase of BCS programs. The complaint should be specifically stated and a remedy suggested. When appropriate, such complaints should first be made to the classroom teacher. If the teacher is unable to provide satisfaction, the patron should go to the BCS Administrator and if still dissatisfied then subsequently to the BCS Board. It is required that any formal complaints to the BCS Administrator or the BCS Board be made in writing utilizing the form at the end of this policy and signed. Emphasis shall be placed on addressing the situation as quickly as possible.

1.2 Procedure

The following procedure will be used with all complaints:

1. A student or parent with a complaint shall generally first present it orally and informally to his/her teacher.
2. If the complaint is not resolved, the complainant may formally present the complaint in writing using the form at the end of this policy and including all supporting statements and

evidence within ten (10) working days of the informal conference to the BCS Administrator. The BCS Administrator shall evaluate the evidence and render a decision within five (5) working days after receiving the complaint.

3. If the complainant deems it desirable to carry the complaint beyond the decision reached by the BCS Administrator, he/she may, within five (5) working days, file the complaint with the BCS Board Secretary with a request to review at the next regularly scheduled board meeting. A final determination shall be made within twenty (20) working days from receipt of the appeal by the board.

4. Persons may, after exhausting local complaint procedures, appeal in writing to the State Superintendent of Public Instruction.

1.3 Time

The number of days given at each level shall be regarded as a maximum and every effort will be made to expedite the process. The time limits stated may be extended by the BCS Board as needed.

1.4 Withdrawal

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

1.5 Meetings 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 writing and include supporting rationale with the exception of the initial informal contact.

1.6 Open session versus executive session

The Board will not hear charges against employees in open session.

While speakers may offer objective criticism of school operations and programs during an open session, 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.

A hearing by the BCS Board on a complaint against BCS personnel will be held during an executive board session unless the employee chooses to have the hearing held in open session.

1.7 Violation of the Standards for Oregon Public Schools

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 BCS, whichever first occurs.

1.8 Definitions for Complaint Procedure Policy

Informal discussion – this should take place either face to face or by phone. Email may be used at the discretion of the BCS employee involved.

Written Correspondence – all official written correspondence by all parties dealing with a complaint following the BCS Complaint Procedure Policy must either be hand written or typed and signed using the form at the end of this policy.

1.9 Complaint Form

BCS is interested in resolving/addressing complaints involving employees or programs. When such is registered, we are interested in investigating the incident to see if there has been a misunderstanding or if some corrective action should be taken to improve BCS.

As complaints are of value to BCS, we welcome comments and request you to fill in the information below.

Name of Employee/Program

Date of Complaint

Nature of Complaint: _____

Source of your information: _____

Justification of your feelings: _____

Remedy sought: _____

I have read the above but do not necessarily agree.

Signature: _____

Date: _____

Employee: _____

Date: _____

BCS Administrator: _____

Date: _____