

# HSCS Complaint Policy

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The Board of Governors recognizes that complaints are periodically voiced and complaints are best handled when both sides work together to find a solution. It is the desire of the Board to resolve complaints by direct, informal discussions. Complaints should be submitted in a timely manner to allow for a prompt resolution.

1. When a student, parent and/or guardian, employee or community member has a complaint regarding Board policy, the written and signed complaint form should be delivered directly to the president of the Board of Governors - Step Three.
2. When a student, parent and/or guardian, employee or community member has a complaint regarding an issue other than Board policy, the following steps need to be followed:
  - **STEP ONE: Informal Level** - Involved parties seek to resolve the conflict through dialogue on an informal basis.
    - 1.01. When a student, parent and/or guardian, employee or community member has a complaint, he/she must first attempt to resolve it with the involved faculty member or the school's principal.
    - 1.02. If a complaint is made to a Board member, he/she will refer it to the school's principal or the chair of the Howard Street Board of Governors.
    - 1.03. If unable to resolve a complaint at the informal level, the complainant may file a written formal complaint.
  - **STEP TWO: Formal Level**
    - 2.01. A formal written and signed complaint must be filed with the school's principal. The Complaint Form and Process Guidelines are available in the Howard Street Charter School office.
      - 2.01.01. If the complaint concerns the school's principal, the complainant may bypass Step Two and advance the complaint to Step Three - Board of Governors Level.
    - 2.02. The principal will inform the Board of Governors upon receipt of a formal complaint.
    - 2.03. The principal will contact the complainant within five school days of receiving the formal complaint to set up a meeting.
      - 2.03.01. School days are defined as days Howard Street Charter School students attend class.
      - 2.03.02. The principal will explain the formal complaint process and the options that are available to the complainant.
      - 2.03.03. The meeting will be scheduled for a mutually agreeable time within 10 school days after the principal contacts the complainant.
      - 2.03.04. A written decision will be provided to the complainant and the Board of Governors within five school days after the meeting.
      - 2.03.05. If the principal is unable to resolve the complaint, the complainant may submit the complaint in written form to the chair of the Board of Governors.
  - **STEP THREE: Board of Governors Level**

- 3.01. The complainant may appeal the decision of the principal by submitting a copy of the original complaint form and the principal's written response to the president of the Board of Governors within 10 school days of receiving the written decision.
  - 3.01.01. The documents may be filed in person or mailed to the chair of the Board of Governors, at 625 Marion St NE, Salem OR 97301
- 3.02. The chair will review the complaint and determine whether the complaint will be referred to a Board committee or to the entire Board.
  - 3.02.01. Within seven school days, the chair will contact the complainant and inform him/her which group will review the complaint. The chair will also notify the principal and Board members of his/her decision.
  - 3.02.02. If the chair decides to refer the complaint to a Board committee, the committee chair will contact the complainant and within 15 school days of the president's receipt of the complaint and set a committee meeting with the complainant.
    - 3.02.02.01. The meeting will be held in accordance with public meeting law and on the record and will include an opportunity for the committee to hear from the complainant and the staff involved.
    - 3.02.02.02. A written decision will be provided to the complainant, the principal and the Board of Governors within five school days of the meeting.
    - 3.02.02.03. If the Board committee is unable to resolve the complaint, the complainant may submit a written request to the chair of the Board requesting a hearing before the entire Board of Governors.
    - 3.02.02.04. The document may be filed in person or mailed to the president of the Board of Governors, at 625 Marion St NE Salem OR 97301
  - 3.02.03. If the complaint is referred to the entire Board of Governors, a hearing will be held at the next regularly scheduled Board meeting and in accordance with public meeting law.
    - 3.02.03.01. By mutual consent between the chair and the complainant, the hearing may be set for the subsequent regularly scheduled Board meeting.
    - 3.02.03.02. If there is no Board meeting scheduled within 30 calendar days of the chair's receipt of the complaint, a special Board meeting will be scheduled.
    - 3.02.03.03. The special Board meeting will be scheduled within 15 school days of the chair's receipt of the complaint.
    - 3.02.03.04. The meeting will be on the record and will include an opportunity for the committee to hear from the complainant and the staff involved.
    - 3.02.03.05. The Board will deliberate the issue and determine its findings.
    - 3.02.03.06. A written decision will be provided to the complainant, principal and Board members within five school days of the Board hearing the complaint.
    - 3.02.03.07. If the Howard Street Charter School Board of Governors does not resolve the complaint to the satisfaction of the complainant, the complainant may appeal their decision to the Chairman of the Salem-Keizer School District Board of Directors.
    - 3.02.03.08. The appeal may be filed in person or mailed to the Chairman of the Salem-Keizer School District Board of Directors, at 1309 Ferry Street SE, Salem, Oregon 97301

- **4. STEP FOUR: Salem-Keizer process:**

The appeal process for the Salem-Keizer Board of Directors will begin at Step 4 of the Salem-Keizer District Code of Policy and Rule, ADM-P008, relating to complaints.

**5. STEP FIVE:** If the complainant chooses to file with an outside agency, or if legal action or a grievance is filed, the outside process will cause this complaint process to cease.

Adopted Aug 2000 – address updated Jan 2020