



Administrative Directive 4.50.031-AD

Complaint Resolution Process

In accordance with Board Policy 4.50.032-P, this administrative directive sets forth the specific procedure for resolution of formal complaints by students, parents/guardians and people who reside in the District (“complainant”). The Board Policy and this administrative directive do not address complaints related to the workplace submitted by PPS employees, which should be referred to the employee’s supervisor, to another District leader, or to the District’s Human Resources department, depending on the circumstances.

The District is committed to resolving formal and informal complaints in a fair and timely manner through a process in which all parties, including families of color and other underrepresented communities, will have an opportunity to present their perspective and be treated with respect and dignity.

The formal complaint process is one in a set of tools available to resolve school-based problems and other issues. The District intends that every effort be made to resolve conflicts through the informal processes described below.

- I. **Informal complaints - SCHOOL/DEPARTMENT-BASED PROBLEM SOLVING** In classrooms, schools, and departments, our staff, parents and students work together frequently to resolve issues and improve our processes to create the best possible educational experience for students. The District encourages parties to meet to reach resolutions at the school or department level whenever possible. This type of collaboration is the best way to resolve concerns. Parents and students are also encouraged to access the District & Family Liaison.

If the concern is related to a classroom/school:

- A. The complainant is encouraged to first speak directly to the teacher or staff person involved.
- B. If the concern is not resolved through direct communication, the complainant is encouraged to speak with the principal of the school. Principals are expected to respond swiftly to concerns, which may include an in-person conference if requested by any involved party. If the concern is not resolved to the complainant’s satisfaction or the complainant doesn’t want to engage in informal resolution, they may submit a formal complaint to the district Complaint Services Coordinator.

If the concern is related to a district department:

- A. The complainant is encouraged to first speak directly to the staff person involved.
- B. If the concern is not resolved through direct communication, the complainant is encouraged to speak with the staff person’s supervisor. Supervisors are expected to respond swiftly to concerns, which may include an in-person conference if requested. If a complainant is not sure who the appropriate supervisor is, the complainant may contact the District & Family

Liaison for assistance. If the concern is not resolved to the complainant's satisfaction or the complainant does not wish to engage in informal resolution, they may submit a formal complaint.

II. The District & Family Liaison

The District & Family Liaison acts as a conduit between families and school staff to help resolve parent or community concerns. The Liaison is available to complainants throughout the complaint process and can assist with informally addressing complaints and conflicts as well as guiding complainants through the formal complaint process. More information about the District & Family Liaison can be found [here](#).

III. **Formal complaints - SCHOOL/DEPARTMENT-BASED PROBLEM SOLVING**

Concerns that are not able to be resolved at the school or department level may be submitted to the district as a formal written complaint. The instructions, action steps and timelines are outlined in the [PPS Complaint Policy 4.50.032-P](#).

The PPS complaint services coordinator can be reached at 503-916-3462 or complaintservices@pps.net to answer questions.

IV. **ADDITIONAL PROVISIONS**

- A. Complainants may file formal complaints on their own behalf, on behalf of their enrolled student, or about District policies or practices. Complainants cannot file complaints on behalf of another person or student for whom they are not the parent or guardian.
- B. If significant new evidence related to the original complaint is introduced at Step 2 of the complaint process outlined in Policy 4.50.032-P, the complainant will be referred back to Step 1 and the new evidence will be considered a new complaint to ensure there is an opportunity to thoroughly address the new evidence. "Significant new evidence" is evidence that could have changed the outcome or investigation at Step 1.
- C. If a new, additional complaint is raised at Step 2 of the complaint process outlined in Policy 4.50.032-P, the new complaint will be referred back to Step 1.
- D. 1. The complaints that were already addressed at Step 1 will continue to proceed through the appeal process.
- E. In some cases, District policies or administrative directives provide a specific complaint resolution and/or appeal process. For instance, the administrative directive regarding Student Transfers 4.10.054-AD establishes the process by which student transfer decisions may be appealed. In such instances and when the subject of the complaint is not included in the scope of Policy 4.50.032-P, the specific procedure outlined in the corresponding policy shall apply. Examples of areas that are governed by specific complaint procedures include Title IX investigations, student athletics, programs for homeless students, and the Office of Nutrition Services.
- F. The request for Board appeal shall be submitted to the Board Office within 20 days of the Superintendent's decision.

