



Eugene School District 4J
Step-by-step complaint process
(including harassment and discrimination)

1. Parents, students and staff work together frequently to address concerns and improve the educational experience for students. You are encouraged to raise concerns directly with the involved employee, school or department because that is often the most effective way to resolve them.

For incidents of bullying or harassment (including harassment, intimidation, cyberbullying, hazing and teen dating violence) or of discrimination, you should contact the school principal or other staff member to report it. Say you would like to report an incident of harassment, intimidation, bullying, cyberbullying, hazing, teen dating violence or discrimination. An optional *Student Safety Reporting Form* is available from your school.

If you believe the principal engaged in the wrongdoing, you don't have to report to him or her. You may instead contact the district superintendent's office.

2. Tell the principal or person assigned by the principal or superintendent your concern and answer any questions they have. Administrators should respond to most concerns within 10 working days.
3. Work with the principal or person assigned by the principal or superintendent to resolve the issue. This could include talking with a teacher and discussing what may happen with the involved people.
4. If you are unable to resolve the issue by working with the school principal and/or school staff, you may send a written request to the administrator's supervisor who should respond within 10 working days. If you are unsure who that is, you may call the superintendent's office at 541-790-7706.

Alternatively you may file a formal complaint with the district at any time. There is a single complaint form for use by anyone. It is available at www.4j.lane.edu/complaints, from school offices and from the 4J superintendent's office, 200 N. Monroe St, 541-790-7706. Complete the form and return it to the 4J superintendent's office.

5. When the superintendent's office receives your complaint, it will assign a decision maker to investigate and resolve the complaint. If the complaint has not yet been addressed at the school level, the superintendent may refer the complaint to the principal. If you have worked with the school but have been unable to resolve the issue, or if the principal is alleged to have acted improperly, the superintendent will assign a different decision-maker.

The superintendent's office will send you a written acknowledgement, postmarked within 10 calendar days of receiving the complaint. The acknowledgement will tell you the date the superintendent received the complaint and who has been assigned to handle the complaint.

CONTINUE TO PAGE 2 

6. The decision maker will review the complaint, conduct interviews, determine the facts, and consider possible ways of resolving the complaint. Your complaint will receive a final written response and decision within 30 calendar days of receipt. Timelines may be extended by mutual agreement.
7. If the issue is not resolved, you may appeal to the superintendent. The appeal needs to be submitted in writing within 10 calendar days of receiving the decision referred to in section 6. The appeal may be by letter or email, and should describe the complaint, the remedy being requested, and why the original decision (in section 6) is incorrect or insufficient. The superintendent (or designee) will review the record and any additional information necessary, and will decide if specific action needs to be taken in response to the complaint, or that no substantial evidence exists and that no further action will be taken in response to the complaint. The superintendent's response will be provided within 30 calendar days of receipt of the appeal, unless timelines have been extended by mutual agreement.
9. The superintendent's decision constitutes the final decision of the district.
10. Certain complaints may be appealed to the Oregon Department of Education (ODE). For more information about appeals, see district administrative regulation KL-AR or contact ODE directly.
11. This step-by-step guide is only a summary. For more information about how the district resolves complaints, visit the district's webpage at www.4j.lane.edu/complaints or call the superintendent's office at 541-790-7706.



Eugene School District 4J
Formal Complaint Form
(including harassment and discrimination)

Parents, students and staff work together frequently to address concerns and improve the educational experience for students. Raising concerns directly with the involved employee, school or department is often the most effective way to resolve them.

While problem-solving at the local, school level is encouraged, some complaints are not resolved at the local level and in some circumstances, a person may wish to raise their concern with district administration immediately.

You may file a formal, district-level complaint by submitting this form to the Office of the Superintendent.

Information about complainant

Name: _____ or **Anonymous**

Person reporting: Student Parent Employee Volunteer Other: _____

I am filing this complaint on behalf of: Myself My child Another student Other

Phone home _____ work _____ cell _____

Address _____ **City** _____ **Zip** _____

Email address _____ **School name** _____

Date of complaint _____

Type of complaint (please check the appropriate box)

Legal compliance

Alleged noncompliance with Oregon school regulations (OAR 581-022 Program Standards) or other law applicable to district programs. Examples include: Special Education, Talented and Gifted, Alternative Education, Instructional Hours, Health and Safety, Nutrition, Restraint and Seclusion, or Title IX.

Discrimination or harassment based on a legally protected characteristic

Please check the actual or perceived characteristic upon which the alleged conduct was based.

- | | | |
|--|---|---|
| <input type="checkbox"/> Age | <input type="checkbox"/> National origin | <input type="checkbox"/> Retaliation |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Pregnancy | <input type="checkbox"/> Sex or gender |
| <input type="checkbox"/> Gender identity or expression | <input type="checkbox"/> Race or ethnicity | <input type="checkbox"/> Sexual harassment |
| <input type="checkbox"/> Marital status | <input type="checkbox"/> Religion | <input type="checkbox"/> Sexual orientation |
| <input type="checkbox"/> Military or veteran status | <input type="checkbox"/> Other (describe) _____ | |

Bullying, harassment, intimidation, cyberbullying or hazing not based on a legally protected characteristic.

Other concern

CONTINUE TO PAGE 2 ➡

Details of complaint

What happened? Please describe the incident or concern you experienced that led to this complaint, including the events and actions in as much detail as possible. Please attach additional pages if you need more space.

Are you making a complaint about a specific staff person? Yes Name _____

Who was involved in the incident or concern?

Who witnessed it?

Where did it happen?

When did it happen and/or when did you learn about it?

Have you attempted to resolve the incident or concern at the school level?

YES Who did you talk to?
What were the results?

NO Why not?

How would you like the district to resolve your complaint?

Submit to: Eugene School District 4J, Superintendent's Office, 200 N. Monroe St., Eugene, Oregon 97402

What comes next? The superintendent's office will send you a written acknowledgement, within 10 working days of receiving this form, telling you who will follow up on your complaint.

Questions? Contact the superintendent's office at 541-790-7706 or find additional information about district complaint procedures at www.4j.lane.edu/complaints.