



How To Submit A Complaint

Want to learn the process for filing a complaint?

For complaints, a parent or student must first file the complaint with the school district and complete the school district's complaint process. The Oregon Department of Education will only expedite complaints including religious entanglement and special education. There is a process and procedure for complaints, such as: instruction, discipline, learning materials, and incident.

Filing a school complaint varies district to district.

The complaint policy goes up a ladder to find resolution: It can take upwards of 90 days for a final resolution on a final appeal. Community members, staff, parents and students who have a complaint are encouraged to start resolving it at the lowest level of the complaint before elevating it to the next level, and so on.

Complaint:

- Teacher
- Department
- Principal
- Administration
- Board
- Final appeal

Know the process: Each school district has a slightly different process (ie submit an online form or email a letter). However, all districts must follow a district policy. It can take upwards of ten days before receiving. Find your district's policy by visiting your district's home page and using the page search bar for these key terms: complaints; public complaints procedure; or public complaints policy if a complaint is in regards to curriculum and/or lesson plans a formal complaint can be escalated straight to the school's board.

Items to include in your complaint letter (if not using district provided form):

- your name
- contact information

- a description of the incident, including what happened
- when
- where
- names of those involved
- names of any witnesses
- student's name (if appropriate)
- a description of what actions you have taken to resolve the issue
- suggestions for resolving the issue (optional)

Follow up: It may take up to 10 days to hear back after each complaint. Follow up in an email to keep accurate record keeping.

Exceptions: If a complaint is in regards to curriculum and/or lesson plans a formal complaint can be escalated straight to the school's board.

Complaints to Oregon Department of Education

- For Division 22 standards not being met, ODE accepts these on an appeal, only after going through your local district process.
- The Oregon Department of Education immediately accepts complaints from parents or students regarding any religious entanglement and special education.

Review: ODEs complaint [policy and procedure](#).