



MRA Concern/Complaint Resolution Procedure

Any parent, student, or other member of the community who wishes to seek resolution of a concern about MRA or the actions of any of its employees should first contact the involved parties. If that is not an option, or that preliminary step is taken without the desired outcome, concerns can also be submitted to the Executive Director on a Concern Form, who will provide a copy to the involved parties so they can respond. Staff members can fill out a concern form on behalf of a student, based on a student's oral testimony. Concerns will be responded to in a timely manner and a copy of the Concern Form along with its suggested resolution will be kept by both the appropriate staff member and the Executive Director.

Concerns regarding hazing, harassment, intimidation, discrimination or menacing should be submitted on the appropriate form.

In the case that the concern involves the Executive Director, the form will be provided to the Board Chair. A Board mailbox is provided in the front office for this purpose.

Complainants who are not satisfied with the resolution may request further investigation by the Executive Director or Board Chair. The person serving as investigator may contact the complainant for additional information, and may schedule meeting(s) as necessary to gather information and/or seek resolution of the complaint.

The investigator (Executive Director or Board Chair) will respond to the complainant within 10 school days, indicating progress on the investigation and a timeline for the investigation to be completed. A written response will be provided at the completion of the investigation.

Complainants who are not satisfied with the results of the investigation/resolution by the Executive Director or Board Chair may appeal the decision to the full Board. The Board will discuss complaints involving specific students, parents or staff in executive session. The Board may choose to hold a hearing or to invite the complainant to be present at the meeting, or it may proceed based upon information presented by the complainant during the first step of this procedure. Ordinarily the Board will act on any appeal within 60 calendar days. The Board's decision shall be final.

Molalla River Academy Concern Resolution Form



Name of Complainant:

Date:

Date and place of incident or incidents:

Description of the concern:

Name(s) of witness(es) (if any)

Evidence of violation (e.g., letters, photos, etc.—attach evidence if possible)

What efforts have you made to attempt to resolve this concern?

What resolution are you seeking?

I agree that all of the information on this form is accurate and true to the best of my knowledge.

Signature:

Date: _

Received by: _

Date Received: _