



Eugene School District

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*dealing with*

**Bullying,  
Harassment &  
Discrimination**

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*district procedures, complaint  
processes, forms & guides*

revised August 2014

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**Introduction**

To be their best and meet new challenges, students need to experience school as a safe and welcoming environment. Bullying, harassment and discrimination have no place in the Eugene School District, nor in any school.

4J's school board policies expressly denounce and forbid bullying and harassment (including intimidation, cyberbullying, hazing and teen dating violence) and discrimination. When this behavior occurs, we will deal with it seriously. We are always working on school-wide and district-wide programs to improve student conduct to make schools safer and friendlier.

Staff, including student teachers and practicum students, are *required* to report any act of bullying or harassment to the staff member on duty at the time or to the student's teacher or to the principal or assistant principal. If the principal is believed to be involved, the report may be made to the superintendent's office. Failure to report an act of bullying or harassment may be subject to remedial action, up to and including dismissal.

A staff member who has knowledge of an incident of teen dating violence that took place on district property, at school-sponsored activities or in vehicles used for school-provided transportation is encouraged to immediately report the incident following the reporting and complaint procedures in this policy.

Pages 1–16 of this guide are intended for district administrators and staff who need information on investigating, filing, pursuing or resolving a complaint or incident of bullying, harassment or discrimination. Pages 17–20 are a pull-out section for students, parents and anyone else who needs information on filing and resolving a complaint or incident of bullying, harassment or discrimination.

**Instructions for communicating the bullying, harassment and discrimination prevention and reporting process**

1. Schools will share this information with staff each year.
2. Schools will share this information with students each year. Schools may determine the best way to do this. Principals will document the communication method used.
3. Schools will share this information with parents. Schools may determine the best way to do this; again principals will document the communication method used.
4. ALL incidents involving bullying or harassment (including intimidation, cyberbullying, hazing and teen dating violence) or discrimination must be reported electronically in Synergy.
5. Schools will be required to report to the district annually on their efforts to prevent and respond to such incidents.

**Instructions for incident recording/Synergy**

Each incident of harassment, intimidation, bullying, cyberbullying, hazing, teen dating violence or discrimination MUST be entered by staff into Synergy. No paper duplicate is required. For more information, see the “Guidelines to Assessing and Reporting Incidents” and “Documenting Incidents” in this booklet.

A key staff member in each building should be trained in entering discipline referrals into Synergy. Please visit [4j.lane.edu](http://4j.lane.edu)→Staff→Workshops→Synergy Training. For additional information on Synergy, please contact the Technology department at 541-790-7770 or visit <http://www.4j.lane.edu/technology/is/synergy/>.

**Instructions for using complaint form**

There is only one paper complaint form, and it can be used by any person to describe an incident of bullying or harassment of any kind, or to describe an incident of discrimination. It is intended to be used after attempting to resolve an issue at the school level. It should not be used in place of a school “incident report” form, since it sets into motion a series of serious steps at the district level. The complaint form is available in school offices and from the superintendent’s office, 200 North Monroe Street. There is no district-level “informal” complaint form.

**Tracking**

Reports of bullying, harassment and discrimination are recorded and analyzed by district staff to look for trends. By regularly evaluating bullying, harassment and discrimination incidents in the district, staff can identify better ways to identify patterns, combat and resolve these incidents. It’s also a way to see if the district’s practices to prevent such incidents are effective. The district and its staff will track incidents and report this information annually to the school board.

## Step-by-step process

### Complainant (includes students, parents, etc.)

1. If you observe or experience an incident of bullying or harassment (including 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.

If you believe the principal is involved in the incident, you don't have to report to him or her. You may instead contact the district superintendent's office—skip to step 4.

2. Tell the principal or person assigned by the principal or superintendent what happened and answer any questions they have.
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. The goal of resolving the issue is to 1) protect and comfort the person who feels they've been a target of bullying, harassment or discrimination, 2) assign a consequence if necessary and 3) teach the parties skills that help make school safe and welcoming.
4. If you are unable to resolve the issue by working with the school principal and/or school staff, you may file a formal complaint with the district. There is a single complaint form for use by anyone. It is available from school offices and from the 4J superintendent's office, 200 N. Monroe St. (541-790-7707). Fill out the form completely and return it to the 4J superintendent's office.
5. The superintendent's office will send you a written acknowledgement, postmarked within 10 (ten) working 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.

If the complaint has not yet been addressed at the school level, it will be referred to the principal to follow up (see steps 2–3). (If the principal or supervisor is the subject of the complaint, this step is bypassed.) If you have worked with the school or department but have been unable to resolve the issue, the superintendent will assign a person to follow up on the complaint. This person is the superintendent's designee.

6. As an alternative to a district investigation, the superintendent's designee may offer voluntary mediation as a way of resolving the complaint. If the parties choose voluntary mediation, the timelines provided in this process may be suspended during the course of mediation. Mediation shall take place within a time frame agreed to by the parties. Upon agreement by both parties, mediated resolutions will be put in writing and will be binding upon the parties involved.

7. If mediation or another alternative resolution isn't practical, the superintendent's designee will initiate a district investigation of the complaint. The investigation will include interviews of the complainant and the individual(s) alleged to have acted improperly. The superintendent's office will ensure that parents are informed if their student is involved in the complaint.

The superintendent's designee may assign an individual to investigate the complaint, determine the facts, and recommend possible ways of resolving the complaint. In that case, the superintendent's designee will review the findings and recommendations of the investigator and provide this information to the superintendent. The superintendent will send a written decision to the complainant, postmarked within 20 (twenty) working days of the date the superintendent's office received the complaint.

8. A parent, student, or community member who is not satisfied with how the complaint was resolved by the superintendent may appeal to the school board. If the complainant chooses to file an appeal with the school board, it must be received in the superintendent's office within 10 (ten) working days after the complainant receives a decision from the superintendent.

The school board will determine whether or not to hear the complaint within 10 (ten) working days of receiving the appeal. The school board's decision will be based on the written appeal and the record of the investigation.

The written appeal to the school board shall include the following:

- a. A detailed description of the grounds for the appeal, including the reasons for rejecting the response given by the superintendent.
  - b. Name of the complainant's representative, if any, such as an attorney or advocate.
  - c. The date the formal complaint was filed.
  - d. Copies of any additional supporting documentation that was *not* included in the original complaint.
9. If the school board determines that a hearing is warranted, the school board may refer the matter to the district's hearings officer. If the school board determines that a hearing is not warranted, the school board will notify the complainant and inform him or her of the right to file a complaint directly with the state or federal government.
  10. If the school board refers the complaint to the district's hearings officer, the school board shall forward the appeal and all relevant materials to the hearings officer within 10 (ten) working days of receiving the appeal. The hearings officer will schedule a hearing within 20 (twenty) working days of receiving the appeal. The appeal hearing will be closed to the public. The confidentiality of students, student records, employees and employee records will be maintained to the extent allowed by federal and state law. The decision of the hearings officer will be in writing and will be made part of the record. His or her decision shall be supported by findings of fact and conclusions, and will be binding on all parties. The hearings officer may affirm, modify or reverse the decision made by the superintendent, including providing a different remedy for the complainant and/or directing corrective actions to prevent future recurrence of any bullying, harassment or discrimination.

**Roles for staff: Teachers and classified**

1. If you observe an incident of bullying or harassment (including intimidation, cyberbullying, hazing or teen dating violence) or discrimination, stop the incident and provide correction (if appropriate). Make sure the victims are safe and as comfortable as possible.
2. Report the incident promptly to your principal or supervisor. **THIS IS REQUIRED** by state law.
3. Assist the principal or supervisor in filing electronic incident reports.
4. If necessary, cooperate with the principal, superintendent, superintendent's designee or other administrators in an investigation of the incident.
5. For teachers, create a plan for any students involved that will teach that bullying, harassment and discrimination are unacceptable. Make a plan to reintegrate the involved students in a healthy classroom atmosphere.
6. Be sensitive to any later incidents of bullying, harassment or discrimination, especially retaliation. Look for patterns. Keep a line of communication with your principal and the parents.

**Roles for staff: Principal or responsible administrator**

1. If you observe an incident of bullying or harassment (including intimidation, cyberbullying, hazing or teen dating violence) or discrimination, stop it and provide correction.
2. Whether you observe the incident or are notified of it by another person, make sure the incident is entered into Synergy promptly and accurately. **THIS IS REQUIRED**. If you did not observe the incident, make sure to talk to the involved parties. If you are not sure about whether the incident qualifies as harassment, intimidation, bullying, cyberbullying, hazing, teen dating violence or discrimination, turn to pages 9–11 of this manual for more detailed guidelines and an assessment form.
3. If the incident is particularly unusual or egregious, call the office of the superintendent at 541-790-7707 to brief them by phone.
4. The same day as the incident, contact the parents or guardians of any students involved. Inform them of the incident and the bullying, harassment and discrimination process. Answer any questions they have.
5. If necessary, investigate the incident further. Talk to all involved parties. Take legible notes and save them.
6. Develop and implement any medium- or long-term corrective plans for the involved parties; again, take notes.
7. If a complaint is filed, you will need to provide information as necessary to the superintendent, superintendent's designee or hearings officer.

**Roles for staff: District director**

1. If you hear about an incident of bullying or harassment (including intimidation, cyber-bullying, hazing or teen dating violence) or discrimination, make sure the principal has the information and help necessary to promptly report the incident and resolve it at the building level, if possible.
2. If the complainant has worked with the school or department to resolve the complaint and is not satisfied with the resolution at the building level, they may file a formal complaint with the superintendent's office. There is a single complaint form for use by anyone, available from school offices and from the superintendent's office (200 N. Monroe St., 541-790-7707).
3. When a complaint form is received, if the complaint has not yet been addressed at the school level, it will be referred to the principal to follow up. (If the principal or supervisor is the subject of the complaint, this step is bypassed.) Otherwise, the superintendent will notify the appropriate director and assign a designee to handle the complaint. The superintendent may ask you to review and discuss the complaint before making a decision regarding how to proceed.
4. As an alternative to a formal investigation, the superintendent's designee may offer voluntary mediation as a way of resolving the complaint. If the parties choose voluntary mediation, the timelines provided in this process may be suspended during the course of mediation. Mediation shall take place within a time frame agreed to by the parties. Upon agreement by both parties, mediated resolutions will be put in writing and will be binding upon the parties involved.
5. If mediation or another alternative resolution isn't feasible, the superintendent's designee will initiate a district investigation of the complaint. The investigation will include interviews of the complainant and the individual(s) alleged to have acted improperly. The superintendent's office will ensure that parents are informed if their student is involved in the complaint.

The superintendent's designee may assign an individual to investigate the complaint, determine the facts, and recommend possible ways of resolving the complaint. In that case, the superintendent's designee will review the findings and recommendations of the investigator and provide this information to the superintendent. The superintendent will send a written decision to the complainant, postmarked within 20 (twenty) working days of the date the superintendent's office received the complaint.

5. A parent, student or community member who is not satisfied with how the complaint was resolved by the superintendent may appeal to the school board. If the complainant chooses to file an appeal with the school board, it must be received in the superintendent's office within 10 (ten) working days after the complainant receives a decision from the superintendent.

The school board will determine whether or not to hear the complaint within 10 (ten) working days of receiving the appeal. The school board's decision will be based on the written appeal and the record of the investigation.

The written appeal to the school board shall include the following:

- a. A detailed description of the grounds for the appeal, including the reasons for rejecting the response given by the superintendent.
  - b. Name of the complainant's representative, if any, such as an attorney or advocate.
  - c. The date the formal complaint was filed.
  - d. Copies of any additional supporting documentation that was *not* included in the original complaint.
6. If the school board determines that a hearing is warranted, the school board may refer the matter to the district's hearings officer. If the school board determines that a hearing is not warranted, the school board will notify the complainant and inform him or her of the right to file a complaint directly with the state or federal government.
  7. If the school board refers the complaint to the district's hearings officer, the school board shall forward the appeal and all relevant materials to the hearings officer within 10 (ten) working days of receiving the appeal. The hearings officer will schedule a hearing within 20 (twenty) working days of receiving the appeal. The appeal hearing will be closed to the public. The confidentiality of students, student records, employees, and employee records, will be maintained to the extent allowed by federal and state law. The decision of the hearings officer will be in writing and be made part of the record. His or her decision shall be supported by findings of fact and conclusions, and will be binding on all parties. The hearings officer may affirm, modify, or reverse the decision made by the superintendent, including providing a different remedy for the complainant, and/or directing corrective actions to prevent future recurrence of any bullying, harassment or discrimination.



## **Guidelines for assessing and reporting incidents of bullying, harassment and discrimination**

Eugene School District 4J prohibits harassment, intimidation, bullying, cyberbullying and hazing. Teen dating violence is unacceptable behavior and prohibited. Students may face disciplinary consequences for any off-campus behavior that would disrupt the educational process or the operation of the school or district. The district prohibits discrimination and expects that staff, including student teachers and practicum students, volunteers and students, will provide equal treatment and access to educational programs, services, and aid to students. Retaliation against any person who reports, is thought to have reported, files a complaint or otherwise participates in an investigation or inquiry is prohibited. False charges shall also be regarded as a serious offense and will result in disciplinary action or other appropriate sanctions.

### **Defining incidents**

*Source: School Board Policies JB and AC, Student Rights & Responsibilities Handbook, SB 1555, HB 4077*

- **Harassment, intimidation or bullying** means any act that substantially interferes with a student's educational benefits, opportunities or performance; takes place on or immediately adjacent to school grounds, at any school-sponsored activity, on school-provided transportation or at any official school bus stop; and has the effect of physically harming a student or endangering a student's property, knowingly placing a student in reasonable fear of physical harm to the student or damage to the student's property, or creating a hostile educational environment, including interfering with the psychological well-being of a student. It may or may not be based on the protected class status of a person or group. ("Protected class" means a group of persons distinguished, or perceived to be distinguished, by race, color, religion, sex, sexual orientation, national origin, marital status, familial status, source of income or disability.)
- **Cyberbullying** is the use of any electronic communication device to harass, intimidate or bully.
- **Hazing** means intentionally taking action or creating a situation that inflicts physical harm, psychological harm or distress on a student regardless of the consent or location of the participants. Hazing occurs when the action or situation has the purpose or effect of demeaning or humiliating a student or group of students. Hazing is typically but not exclusively committed as a form of initiation, discipline or rite of passage for a particular club, team or activity and almost always includes new members showing subservience to existing members. In considering a hazing case, it is not a defense that the student subjected to hazing consented to or acquiesced in the hazing activity.
- **Teen dating violence** means a pattern of behavior, within a dating relationship, in which a person uses or threatens to use physical, mental or emotional abuse to control another person, or threatens sexual violence against another person, when one or both persons in the dating relationship are 13–19 years of age. School employees must respond to incidents of teen dating violence that take place at the school, on school grounds, at school-sponsored activities or in vehicles used for school-provided transportation.
- **Discrimination** means any act that has the purpose or effect of unreasonably differentiating in treatment based on race, color, religion, sex, sexual orientation, national origin, marital status, age or disability.

**Guide for Assessing Incidents**

Answer yes or no for each item. Unmarked items call for investigation.

In most cases, any questions marked with a star (★) and answered “yes” can be automatically determined to be harassment, intimidation, bullying, cyberbullying, hazing, teen dating violence, discrimination or retaliation. These behaviors *require* documentation in Synergy.

Any other questions answered “yes” should cause the reviewer to carefully consider the incident, paying particular attention to clues that might indicate the presence of harassment, intimidation, bullying, cyberbullying, hazing, teen dating violence, discrimination or retaliation. Although there is no “formula” for labeling incidents, the number and pattern of “yes” answers should assist the reviewer in making his/her determination.

If doubt remains, DO report the incident in eSIS as “harassment,” “intimidation,” “bullying,” “cyberbullying,” “hazing,” “teen dating violence,” “discrimination” or “retaliation.” Document the incident regardless of whether it is deemed reportable or not—see next page.

<b>SEVERITY</b>	<b>YES</b>	<b>NO</b>
★ Were there implied or overt threats of physical violence, threats of physical acts of aggression or assault, blocking someone’s way, grabbing inappropriately, stalking or insults?		
★ Was there direct or indirect reference to race, color, religion, sex, sexual orientation, national origin, marital status, familial status, source of income or disability?		
Was the conduct unwelcome and/or uninvited?		
Was there damage to another person and/or property?		
Was the alleged harasser in a position of power over the target (e.g. age, size, grade, authority)?		
Were there multiple alleged harassers?		
Would the conduct be considered clearly offensive by some groups?		
★ Was the conduct done in an intentionally offensive manner?		
Did the context (tone, body language, etc.) make the conduct more offensive?		
★ Was the conduct a response to a previously filed report?		

<b>PERVASIVENESS</b>	<b>YES</b>	<b>NO</b>
Did the target demonstrate signs of feeling intimidated or fearful?		
Did the conduct affect the target’s or others’ educational benefits, opportunities or performance?		

<b>PERSISTENCE</b>	<b>YES</b>	<b>NO</b>
★ Did the conduct continue despite the target’s or onlookers’ articulation of the desire that the conduct cease?		
★ Had the alleged harasser been instructed about the inappropriateness of the conduct prior to the incident?		
Does the alleged harasser have a history of similar conduct? (Note: the more severe the harassment, the less need to show a series of incidents.)		
Does the target have a history of being harassed/intimidated/bullied?		
Was the incident of significant duration?		

**Documenting incidents**

1. Document the incident on a referral form.
2. Conduct a prompt and complete investigation.
3. Assess the incident using the attached Guide for Assessing Incidents—does it need to be documented as harassment, intimidation, bullying, cyberbullying, hazing, teen dating violence, discrimination or retaliation?
4. Record findings on the referral (or attach).

**If determined TO BE harassment, intimidation, bullying, cyberbullying, hazing, teen dating violence, discrimination or retaliation:**

- Take appropriate action that includes teaching and consequences.
- Document actions taken.
- Decide whether or not the behavior was based on one or more of the characteristics listed in School Board policy JB (see page 9).
- Document the incident and actions in Synergy. For discrimination and for harassment directed at an individual or group of students on the basis of their protected class, use the “Possible Motivation” field to record the basis.

**If determined NOT to be harassment, intimidation, bullying, cyberbullying, hazing, teen dating violence, discrimination or retaliation:**

- Take appropriate action that includes teaching and consequences.
- Document using agreed-upon procedures (Synergy or other tools used in the school).

**If allegation is NOT SUBSTANTIATED in investigation:**

- Document the investigation.
- If further investigation does substantiate the incident, revise the report in Synergy.

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Eugene School District

## **Bullying, harassment & discrimination: Step-by-step complaint process**

1. If you observe or experience an incident of bullying or harassment (including 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.

If you believe the principal is involved in the incident, you don't have to report to him or her. You may instead contact the district superintendent's office—skip to step 4.

2. Tell the principal or person assigned by the principal or superintendent what happened and answer any questions they have.
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. The goal of resolving the issue is to 1) protect and comfort the person who feels they've been a target of bullying, harassment or discrimination, 2) assign a consequence if necessary and 3) teach the parties skills that help make school safe and welcoming.
4. If you are unable to resolve the issue by working with the school principal and/or school staff, you may file a formal complaint with the district. There is a single complaint form for use by anyone. It is available from school offices and from the 4J superintendent's office, 200 N. Monroe St. (541-790-7707). Fill out the form completely and return it to the 4J superintendent's office.
5. The superintendent's office will send you a written acknowledgement, postmarked within 10 (ten) working 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.

If the complaint has not yet been addressed at the school level, it will be referred to the principal to follow up (see steps 2–3). (If the principal or supervisor is the subject of the complaint, this step is bypassed.) If you have worked with the school or department but have been unable to resolve the issue, the superintendent will assign a person to follow up on the complaint. This person is the superintendent's designee.

6. As an alternative to a district investigation, the superintendent's designee may offer voluntary mediation as a way of resolving the complaint. If the parties choose voluntary mediation, the timelines provided in this process may be suspended during the course of mediation. Mediation shall take place within a time frame agreed to by the parties. Upon agreement by both parties, mediated resolutions will be put in writing and will be binding upon the parties involved.
7. If mediation or another alternative resolution isn't practical, the superintendent's designee will initiate a district investigation of the complaint. The investigation will include interviews of the complainant and the individual(s) alleged to have acted improperly. The superintendent's office will ensure that parents are informed if their student is involved in the complaint.

The superintendent's designee may assign an individual to investigate the complaint, determine the facts, and recommend possible ways of resolving the complaint. In that case, the superintendent's designee will review the findings and recommendations of the investigator and provide this information to the superintendent. The superintendent will send a written decision to the complainant, postmarked within 20 (twenty) working days of the date the superintendent's office received the complaint.

8. A parent, student, or community member who is not satisfied with how the complaint was resolved by the superintendent may appeal to the school board. If the complainant chooses to file an appeal with the school board, it must be received in the superintendent's office within 10 (ten) working days after the complainant receives a decision from the superintendent.

The school board will determine whether or not to hear the complaint within 10 (ten) working days of receiving the appeal. The school board's decision will be based on the written appeal and the record of the investigation.

The written appeal to the school board shall include the following:

- a. A detailed description of the grounds for the appeal, including the reasons for rejecting the response given by the superintendent.
  - b. Name of the complainant's representative, if any, such as an attorney or advocate.
  - c. The date the formal complaint was filed.
  - d. Copies of any additional supporting documentation that was *not* included in the original complaint.
9. If the school board determines that a hearing is warranted, the school board may refer the matter to the district's hearings officer. If the school board determines that a hearing is not warranted, the school board will notify the complainant and inform him or her of the right to file a complaint directly with the state or federal government.
  10. If the school board refers the complaint to the district's hearings officer, the school board shall forward the appeal and all relevant materials to the hearings officer within 10 (ten) working days of receiving the appeal. The hearings officer will schedule a hearing within 20 (twenty) working days of receiving the appeal. The appeal hearing will be closed to the public. The confidentiality of students, student records, employees and employee records will be maintained to the extent allowed by federal and state law. The decision of the hearings officer will be in writing and will be made part of the record. His or her decision shall be supported by findings of fact and conclusions, and will be binding on all parties. The hearings officer may affirm, modify or reverse the decision made by the superintendent, including providing a different remedy for the complainant and/or directing corrective actions to prevent future recurrence of any bullying, harassment or discrimination.



# Complaint Form

(including incidents of bullying, harassment and discrimination)

Date of complaint: \_\_\_\_\_ Date of incident: \_\_\_\_\_

School or other location where incident occurred: \_\_\_\_\_

Person reporting:  Student  Parent  Volunteer  Employee  Other: \_\_\_\_\_

Name: \_\_\_\_\_ or **Anonymous**   
*(Students, parents and volunteers may anonymously report bullying and harassment of any kind.)*

Phone: home: \_\_\_\_\_ work: \_\_\_\_\_ cell: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

**Does this complaint involve a report of harassment, intimidation, bullying, cyberbullying, hazing, teen dating violence or discrimination?**

- NO       YES — **Reported offender** (check one):      **Reported victim** (check one):
- |                                  |  |                                  |  |
|----------------------------------|--|----------------------------------|--|
| <input type="checkbox"/> Student | <input type="checkbox"/> Teacher       | <input type="checkbox"/> Student | <input type="checkbox"/> Teacher       |
| <input type="checkbox"/> Parent  | <input type="checkbox"/> Administrator | <input type="checkbox"/> Parent  | <input type="checkbox"/> Administrator |
| <input type="checkbox"/> Other   | <input type="checkbox"/> Other Staff   | <input type="checkbox"/> Other   | <input type="checkbox"/> Other Staff   |

**Have you attempted to resolve the incident/complaint at the school level?**

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

NO Why not? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*The first steps of the Eugene School District's complaint process are to report the complaint to the school or department and to try to resolve the issue between the complainant and the person whom he or she believes has violated the district's policies. If you are unable to resolve the issue by working with the school or department, you may file a formal complaint with the superintendent's office.*

*If the complaint has not yet been addressed at the site level, it will be referred to the school or department, and the administrator or his/her designee will contact you to follow up. (If the principal or supervisor is the subject of the complaint, this step is bypassed.) If you have worked with the school or department but have been unable to resolve the issue, the superintendent will designate a person to follow up on the complaint.*

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