

The Orting School District expects the educational and support staff to act in a professional manner and according to accepted educational and professional practices. It is the goal of the district to respond to phone calls and e-mails within twenty-four hours. We also expect that citizens and employees are committed to act in the best interest of the Orting School District students.

We recognize the rights of individuals to present concerns related to practices occurring in the schools. The purpose of this brochure is to assist in handling such concerns in the most timely and effective manner.

The Board of Directors relies on its teachers, staff, and administrators to resolve concerns of citizens. It is the policy of the Board to resolve concerns at the level most directly involved and in an informal manner, if possible. If such resolution cannot be accomplished, however, the below levels of review should be followed.

#### LEVELS OF REVIEW

Complaints shall proceed through the following steps for review:

- Step 1 Teacher or Other Staff Person
- Step 2 Building Principal or Immediate Supervisor
- Step 3 Executive Director or Department Supervisor
- Step 4 Superintendent
- Step 5 Board of Directors

Orting School District  
121 Whitesell Street NE  
Orting, WA 98360  
(360) 893-6500



#### Superintendent

Dr. Marci Shepard

#### Board of Directors

Tyson Bryant  
Jake Hanes  
Stanley Holland  
Clementina Perez  
Kay Lynn Smartt

# GUIDELINES FOR RESOLVING CONCERNS

*All students prepared for  
college, careers, and life*



## GUIDELINES FOR RESOLVING CONCERNS

### Step 1

If a citizen has a concern about any aspect of the operation of the schools, he or she should initiate the question or concern with the district employee most directly involved with the specific situation. Many complaints are due to lack of complete information or miscommunication. Going straight to the source of concern is the best way to get complete information. The district employee will discuss your concern over the phone or arrange an in-person conference. The more you can increase the communication at this point of service, the greater are chances of resolving your concern.

### Step 2

If you cannot resolve your concern through discussion with the employee involved, you should request a conference with the employee and his or her building principal or other immediate supervisor. They are closest to the situation or problem and will often be able to assist or mediate a resolution to the problem. In order to facilitate the greatest level of communication, the district employee involved should be present at the conference. The supervisor will contact you and arrange a mutually agreed upon date and time to hear your concerns.

### Step 3

If you have not been able to reach resolution of your concern through Steps 1 and 2, you should request a meeting with the Executive Director or Department Supervisor who is most logically involved with the program. They will contact you to arrange a meeting. One of his or her first questions will be about your attempts at Step 1 and Step 2 resolutions. Below are departments and phone numbers available to assist you:

1. Orting Primary School  
360-893-2248
2. Ptarmigan Ridge Elementary School  
360-893-0595
3. Orting Middle School  
360-893-3565
4. Orting High School  
360-893-2246
5. Finance, Operations, and Facilities  
360-893-6500 Ext. 223
6. Food Services  
360-893-3405
7. Human Resources  
360-893-6500 Ext. 259
8. Learning and Instructional Leadership,  
Assessment, Highly Capable, Secondary  
School Support – 360-893-6500 Ext. 226
9. Special Services and Intervention,  
Elementary School Support  
360-893-6500 Ext. 234
10. Transportation – 360-893-2302 Ext. 227

### Step 4

If you are dissatisfied with the decision or response, you may bring the concern to the Superintendent. The Superintendent or designee will contact you and arrange a mutually agreed upon date and time to hear the concern. Please submit your concern in writing, including all prior decisions, and a statement of the complaint. After meeting with you, the Superintendent will communicate the decision to you and the staff member(s) involved in that decision.

### Step 5

If you are dissatisfied with the decision of the Superintendent, you may contact a Board Director. The Board Director will ask you to submit your concern in writing, including all prior decisions, and a statement of the complaint. The Board has the discretion to accept or reject the matter for review. If the Board rejects the matter, the Superintendent's decision will be final. If the Board accepts the matter, the Board will consider the appeal at the next scheduled Board Meeting. At the meeting, the Board may hear arguments from the parties, review the prior decisions and evidence, and make such inquiry as it deems necessary. The Board may take additional time to review materials after the meeting. The Board's decision will be final.