



Annual Report - Formal Complaints

July 1, 2021 – June 30, 2022

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Introduction

This report satisfies [PPS Board Policy 4.50.030-P](#), which requires the District to provide an annual report to the Board on the formal complaint process at the culmination of each year.

The findings below represent data, trends, and information related to the formal complaints process for the 2021-2022 school year. Where applicable and information is readily available we included 2019-2020 and 2020-2021 data.

During the school year, issues and/or concerns may develop for families relating to their students' schools or classrooms. Portland Public Schools welcomes expressions of concern as opportunities to learn, clarify our intentions, and engage in continuous improvement to benefit all students. Furthermore, PPS is committed to working with, and addressing concerns raised by families.

We recognize that the majority of concerns are addressed at the school level, as outlined [here](#). The District also has a District and Family Liaison, who can help families access information, connect with District staff, and help resolve concerns.

We also have a Formal Complaint process for PPS students, families, and all who reside within the PPS District community as described in the district's [Formal Complaint Policy](#). This process also follows [Oregon Administrative Rule 581-022-2370](#).

The data below represents trends and information for the 2021-2022 school year.

During the 2021-2022 school year, the District received 34 formal complaints. 85 percent of formal complaints were satisfactorily resolved by PPS staff, with more than half of all formal complaints resolved in step one. Only 15 percent of formal complaints are addressed at the school board level.

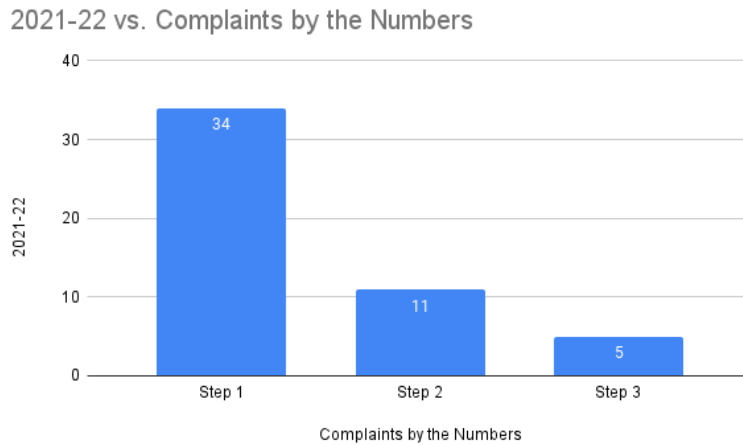
Types of complaints

PPS' [Formal Complaint Policy 4.50.032-P](#) outlines the type of complaints that can be filed. These include:

- A. Instructional standards & practices
 - a. Curriculum
 - b. Teaching strategies
 - c. Testing
 - d. Counseling
 - e. Class size
 - f. Instructional materials
 - g. Compliance with state standards
- B. Health and safety
- C. Equitable education opportunities
- D. Sports safety
- E. Discrimination in education
- F. Retaliation against a student or parent/guardian

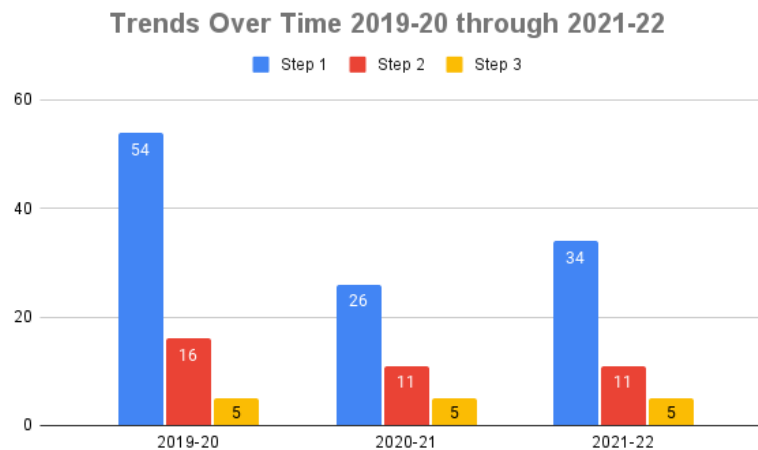
Complaints - By the Numbers

Portland Public Schools received 34 formal complaints during the 2021 - 2022 school year. Of the 34, eleven (11) were appealed to the Superintendent (Step 2). Five (5) were appealed to the PPS Board of Education.



2019-2022: Three Year Trends

In 2020-2021, PPS received (26) formal complaints, eleven (11) of which were appealed to the Superintendent. Five (5) were appealed to the PPS Board of Education. In 2019-2020, PPS received 54 formal complaints, sixteen (16) of which were appealed to the Superintendent. Nine (9) were appealed to the PPS Board of Education.



Complaints - By Race

As of July 2022, the formal complaint did not ask for demographic information like race/ethnicity. However, staff crosswalked complainant information to demographics in our student management system (i.e. Synergy) to understand racial identity for the three years.

| | White | Black | Latino | Racial Demographics Not Available | Total |
|-----------|-------|-------|--------|-----------------------------------|-------|
| 2019-2020 | 8 | 8 | 0 | 33 | 54 |
| 2020-2021 | 5 | 6 | 0 | 13 | 26 |
| 2021-2022 | 3 | 3 | 3 | 25 | 34 |
| Total | 16 | 17 | 3 | 71 | 114 |

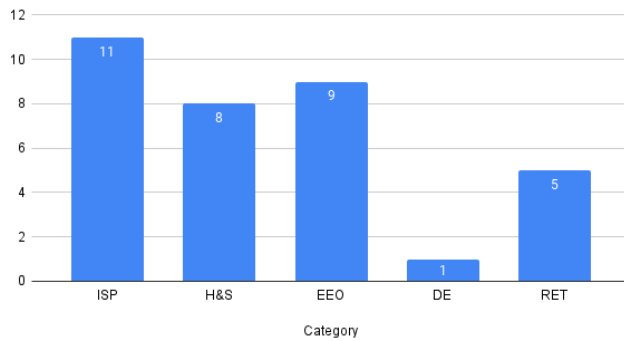
| 2021-2022 Complaints by Step and Race | | | | | |
|---------------------------------------|-------|--------|-------|---------------|-------|
| | Black | Latino | White | Not Specified | Total |
| Step 1 | 2 | 2 | 2 | 28 | 34 |
| Step 2 | 4 | 1 | 1 | 5 | 11 |
| Step 3 | 2 | 1 | 1 | 1 | 5 |

Complaints - By Type

PPS' [Formal Complaint Policy 4.50.030-P](#) outlines the type of complaints that can be filed. These include:

- A. Instructional standards & practices (ISP)
- B. Health and safety (H&S)
- C. Equitable education opportunities (EEO)
- D. Sports safety (SS)
- E. Discrimination in education (DE)
- F. Retaliation against a student or parent/guardian (Ret)

Complaints - By Type



| 2021-2022 Complaints by Step and Type of Complaint | | | | | | |
|--|-----|-----|-----|----|-----|-------|
| | ISP | H&S | EEO | DE | Ret | Total |
| Step 1 | 11 | 8 | 9 | 1 | 5 | 34 |
| Step 2 | 5 | 4 | 0 | 2 | 0 | 11 |
| Step 3 | 3 | 2 | 0 | 1 | 0 | 5 |

Complaints - By School Level

| School Level | 2021-2022 |
|-------------------|-----------|
| Elementary School | 20 |
| K-8 School | 3 |
| Middle School | 3 |
| High School | 4 |
| Charter Schools | 4 |
| TOTAL | 34 |