



Oregon School Activities Association  
25200 SW Parkway Avenue, Suite 1  
Wilsonville, OR 97070  
503.682.6722 <http://www.osaa.org>



## **OSAA Complaint Process Response Guide**

### **OSAA Complaint Response Process:**

- o OSAA receives complaint and reviews complaint for any questions or clarifications.
- o OSAA contacts each school's athletic director regarding the incident and receives a basic summary from each party.
- o OSAA sends notification email to each school's superintendent, principal, athletic director (and district athletic director, if applicable) notifying all parties that the complaint is being reviewed and will need to be investigated.
- o Schools proceed with their investigative process with the parties involved from their school community.
  - o Investigation processes can include but are not limited to:
    - Interviewing participants, spectators and event staff who may have witnessed the incident.
    - Reviewing video or other media information that is available from event.
    - Include other administrators from the school/district in the investigation i.e. Human Resources, Counselors, District Administrators, etc.
- o Schools communicate with each other regarding investigative processes and district assigned restorative practices
- o As the investigation takes place, the school administrators communicate with the other school(s) involved as well as any of their school community members.
- o The School/Parties named in the complaint sends response in writing to OSAA and other school regarding the investigation process as well as other actions taking in the follow up process. The actions can include future actions of other events where resources may be needed to ensure an incident of the same or similar nature is not repeated.
- o OSAA reviews responses and actions and determines whether further investigation is warranted (i.e. officials association, etc.) or if further actions or resources are needed to support the school's follow through. This may include the services of a third-party investigator.
- o Student listening session may be a part of the resolution process.
- o OSAA communicates with both schools as needed to finalize current and future steps.
- o OSAA summarizes the resolution of the complaint and responds via email to claimant.

### **Email sent to complainant when the complaint is received:**

Thank you for submitting your complaint form to the OSAA. OSAA staff will review the form and respond accordingly to your complaint.

#### **1.1.1 Reminders**

- The OSAA does not investigate anonymous complaints.
- The OSAA cannot change an educator's or coach's employment status.
- The OSAA cannot force a school or district to take certain disciplinary actions against a student, staff member, or public visitor.
- Your information and complaint may be shared with involved parties.

For more information, refer to [OSAA Rule 3 - Contests - Sportsmanship - Crowd Control](#). If you have any questions, please contact the OSAA at [info@osaa.org](mailto:info@osaa.org) or (503) 682-6722.

#### **1.1.2 General Complaint Information**

The OSAA will sanction schools whom it has found negligent in the duties of reasonably protecting those involved in interscholastic activities from derogatory or inappropriate names, insults, verbal assaults, profanity, ridicule or engaging in behavior deemed by the member school to endanger the safety or well-being of students, employees, self or others.

The OSAA is not an appropriate organization with whom to report instances of physical or sexual abuse of a student. Mandatory reporters, or patrons with direct knowledge of the physical or sexual abuse, are to report such activity to law enforcement or to the Oregon Department of Human Services immediately.

Complaints deemed to be employee or student discipline matters only shall be returned to the complainant.

Matters of employment and/or employee discipline which can best be resolved through the school district's complaint process include but are not limited to: playing time, team level assignments (Varsity/JV), assignment of a student to a specific coach, equipment use, or dissatisfaction with a contract or payment term.

Matters of student discipline which can best be resolved through the school district's complaint process include but are not limited to: academic eligibility, drug/alcohol use, playing time or playing position, specific workout requirements, or dissatisfaction with a calendar, schedule or event location.

Complaints which are determined to be outside the scope of the OSAA will be returned to the complainant via the contact information provided.

OSAA may prioritize the investigation of complaints based on information received.

The OSAA is not empowered to change an educator or coach's employment status. The OSAA may not force the employing school district to take certain disciplinary actions against a student, staff member, or public visitor.

Anonymous complaints shall not be considered by the OSAA. Complaints must include the complainant's name and contact information (phone and email or mailing address) to assist in the prompt investigation of concerns. Whenever possible, provide first-hand accounts, with names and contact information of witnesses.

Upon a ruling by the Executive Director or by the Executive Board the member school may be subject to probation, mandatory appearance before the Executive Board, required plan of action, forfeitures, fines, lack of institutional control penalties, suspension of membership or expulsion from the Association as determined by the Board. The Executive Director or the Executive Board may determine that no penalties are necessary when an incident has been handled appropriately and in a timely fashion by the school and/or district.

Regards,  
Oregon School Activities  
Association [www.osaa.org](http://www.osaa.org)

### **OSAA Rule 3 Requirements including the complaint and sanctioning processes:**

3.3. Sportsmanship Responsibility. The high school administration, coach and other responsible officials of each member school shall take all reasonable measures to ensure that the school's coaches, players, students and spectators maintain a sportsmanlike attitude at all events so that events may be conducted without unreasonable danger or disorder. All cheers, comments and actions shall be in direct support of one's team. Discriminatory harassment and bullying behavior will not be tolerated. Discrimination is defined as (OAR 581-021-0045(1)(a) "any act that unreasonably differentiates treatment, intended or unintended, or any act that is fair in form but discriminatory in operation, either of which is based on age, disability, national origin, race, color, marital status, religion, sex, and sexual orientation." Harassing conduct may take many forms, including verbal acts and name-calling; graphic and written statements, which include use of cell phones or the internet; or other conduct that may be physically threatening, harmful, or humiliating. Examples include but are not limited to hazing, intimidation, taunting, bullying, cyberbullying, or menacing another, or engaging in behavior deemed by the member school to endanger the safety or well-being of students, employees, self or others. Harassment does not have to include intent to harm, be directed at a specific target, or involve repeated incidents. Harassment creates a hostile environment when the conduct is sufficiently severe, pervasive, or persistent, so as to interfere with or limit the ability to participate in or benefit from the services, activities, or opportunities offered by a school. this includes the use of, or engagement in, abusive verbal expression or physical conduct, especially if that conduct interferes with the performance of students, staff, event officials or sponsors of interscholastic activities.

3.5. Complaint Process. The OSAA will sanction schools whom it has found negligent in the duties of reasonably

protecting those involved in interscholastic activities from derogatory or inappropriate names, insults, verbal assaults, profanity, ridicule or engaging in behavior deemed by the member school to endanger the safety or well- being of students, employees, self or others.

3.5.1. OSAA will acknowledge receipt of the complaint within 48 hours.

3.5.2. OSAA may prioritize the investigation of complaints based on information received.

3.5.3. Complaints deemed to be employee or student discipline matters only shall be returned to the complainant. Matters of employment and/or employee discipline which can best be resolved through the school district's complaint process include but are not limited to: playing time, team level assignments (Varsity/JV), assignment of a student to a specific coach, equipment use, or dissatisfaction with a contract or payment term. Matters of student discipline which can best be resolved through the school district's complaint process include but are not limited to: academic eligibility, drug/alcohol use, playing time or playing position, specific workout requirements, or dissatisfaction with a calendar, schedule or event location.

3.5.4. Complaints must include the complainant's name and contact information (phone and email address).

Anonymous complaints shall not be considered.

3.5.5. Every effort will be made to complete the investigative process within 30 days; however, should the investigation require more time, a 30-day status update shall be provided.

3.5.6. To assist in investigation of the complaint, complainants are asked to note the following:

(a) Complaints are only accepted on the official online form and each section of the complaint form must be

completed.

(b) Complaints which are determined to be outside the scope of OSAA (see 3.5.3. above for guidance) will be returned to the complainant via the contact address provided.

(c) Whenever possible, provide first-hand accounts, with names and contact information of witnesses.

3.6. Sportsmanship Violations/Penalties. When the coaches, players, students, staff or spectator of any member school engage in unsportsmanlike conduct, discriminatory harassing behaviors, act in a manner disruptive to the school environment, or cause disorder or infliction of damage to persons or property in connection with any festival, meet, contest or championship sponsored by this Association, the Executive Board may treat such acts as a violation by the school of the Rules of the Association and the school shall be subject to penalty. Penalties may vary depending on the actions taken by the school and/or school district during and after the event as it relates to trespassing spectators involved, removing player/coaches from the team for a period of time, requiring additional education/training etc. Upon a ruling by the Executive Director or by the Executive Board the member school may be subject to probation, mandatory appearance before the Executive Board, required plan of action, forfeitures, fines, lack of institutional control penalties, suspension of membership or expulsion from the Association as determined by the Executive Board. The Board may determine that no penalties are necessary when an incident has been handled appropriately and in a timely fashion by the school and/or district.

