

Revised _____

103 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS

I. Purpose

The school district takes seriously all concerns or complaints by students, employees, parents or other persons. If a specific complaint is provided within any other policy of the school district, the specific procedure shall be followed in reference to such a complaint. If a specific complaint procedure is not provided, the purpose of this policy is to provide a procedure that may be used.

II. General Statement of Policy

- A. Students, parents, employees or other persons may report concerns or complaints to the school district. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the director of the receipt of the complaint.
- B. Depending upon the nature and seriousness of the complaint, the director shall determine the nature and scope of the investigation or follow-up procedures. The director will determine whether an internal or external investigation should be conducted and will designate the person responsible for the investigation or follow-up. The designated investigator shall ascertain details concerning the complaint and respond promptly to the director concerning the status or outcome of the matter.
- C. The director shall respond in writing to the complaining party concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure that was taken. The response to the complaining party shall be consistent with the rights of others pursuant to the applicable provisions of Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act) or other law.
- D. Individuals who are uncomfortable submitting a complaint to the school director may contact the school board chairperson who will act in place of the director to follow steps outlined in B. and C. above.

- E. If a matter is not resolved by the director, the complainant may submit a written complaint to the school board chairperson.

Legal Reference Minn. Stat. 13 (Minnesota Government Data Practices Act)