

COMPLAINTS - STUDENTS, STAFF, PARENTS, OTHER PERSONS

I. PURPOSE

The school takes seriously all concerns or complaints by students, staff, parents or other persons. If a specific complaint procedure 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, staff or other persons, may report concerns or complaints to the school. While written reports are encouraged, a complaint may be made orally. Any staff member receiving a complaint shall advise the school director of the receipt of the complaint. The school director shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the Board Chairperson. A person may file a complaint at any level of the school; i.e., staff, school director, or the School Board. Persons are encouraged to first bring their concern directly to the person involved.
- B. Depending upon the nature and seriousness of the complaint, the School leader (Director) shall determine the nature and scope of the investigation or follow up procedures. If deemed appropriate by the school director, the complaint may be immediately brought to the Board Chairperson who shall determine whether an internal or external investigation should be provided. In either case, the Board Chairperson shall determine the nature and scope of the investigation and designate the person responsible for the investigation or follow up relating to the complaint. The designated investigator shall ascertain details concerning the complaint and respond promptly to the Board Chairperson concerning the status or outcome of the matter.
- C. The Board Chairperson shall respond in writing to the complaining party concerning the outcome of the investigation or follow up, including any action appropriate or corrective measure that was taken. The Board Chairperson shall be copied on the correspondence and consulted in advance of the written response when appropriate. 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.

Legal References: Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act)
Bulletin "I" (School Records-Privacy-Access to Data)