



COMPLAINTS - STUDENTS, EMPLOYEES, PARENTS AND OTHER PERSONS

POLICY:	103
ADOPTED:	09/21/98
REVISED:	10/23/23

I. Purpose

The school district takes seriously all concerns or complaints by students, employees, 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. The purpose of this policy is to provide a procedure that may be used when specific complaint procedures are not provided.

II. General Statement of Policy

- A. A person may file a complaint at any level of the district; i.e., principal, superintendent or school board. However, persons with complaints relating to the school district or its operation should attempt to resolve the matter by discussing their complaint/concern directly with the school district employee most closely involved.
- B. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the principal or immediate supervisor of the receipt of the complaint. The supervisor shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the superintendent.
- C. Depending upon the nature and seriousness of the complaint, the supervisor or other administrator receiving the complaint shall determine the nature and scope of the investigation or follow-up procedures. If the complaint involves serious allegations, the matter shall promptly be referred to the superintendent who shall determine whether an internal or external investigation should be conducted. In either case, the superintendent 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 appropriate administrator concerning the status or outcome of the matter.

The appropriate administrator shall respond in writing in a timely manner to the complaining party concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure that was taken. The superintendent 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 Minnesota Statutes chapter 13 (Minnesota Government Data Practices Act) or other law.

Legal References: Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act)

Cross References: Policy 206 - Public Participation in School Board Meetings and Complaints about Persons at School Board Meetings and Data Privacy Considerations
Policy 402 - Disability Discrimination
Policy 403 - Discipline, Suspension and Dismissal of School District Employees
Policy 406 – Public and Private Personnel Data
Policy 413 - Harassment and Violence
MSBA School Law Bulletin "I" (School Records-Privacy-Access to Data)
Policy 414 - Mandated Reporting of Child Neglect or Physical or Sexual Abuse
Policy 415 – Mandated Reporting of Maltreatment of Vulnerable Adults
Policy 514 - Bullying Prohibition
Policy 519 - Interview of Student by Outside Agency
Policy 521 - Student Disability Nondiscrimination
Policy 707 - Transportation of Public School Students