

POLICY 103 COMPLAINTS - STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS**I. PURPOSE**

The school 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, 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

- Students, parents, employees or other persons may report concerns or complaints to the school. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the administrator of the receipt of the complaint. The administrator shall make an initial determination as to the seriousness of the complaint.
- Depending upon the nature and seriousness of the complaint, the administrator 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 school board to determine whether an internal or external investigation should be provided.* In either case, the administrator 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 administrator concerning the status or outcome of the matter.
- The administrator 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 school board 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.
- Anonymous complaints will only be acted upon if enough information is provided to allow for follow up.