

School District

Complaints – Students, Employees, Parents, Other Persons

I. Purpose

The school district takes all concerns or complaints by students, employees, parents or other persons seriously. If a specific complaint procedure is provided within any other policy of the school district, the specific complaint procedure needs to be followed according to that policy. If a specific complaint procedure is not provided, the purpose of this policy is to provide a procedure for general use.

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 will advise the principal or immediate supervisor of the receipt of the complaint. The supervisor will make an initial determination of the appropriate action to address the complaint and whether the matter should be referred to the district's director of human resources. A person may file a complaint at any level of the school district; i.e., principal, superintendent or school board. However, persons are encouraged to file a complaint at the building level when appropriate. If the complaint involves the superintendent, the complaint must be filed with the director of human resources.
- B. Depending upon the nature and gravity of the complaint, the supervisor or other administrator receiving the complaint will determine the nature and scope of the investigation or follow-up procedures. If the complaint involves serious allegations, the matter will promptly be referred to the superintendent who will determine whether an internal or external investigation should be conducted. In either case, the superintendent will 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 will ascertain details concerning the complaint and respond promptly to the appropriate administrator concerning the status or outcome of the matter.
- C. The appropriate administrator will 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, to the extent permitted by law. The superintendent will be copied on the correspondence and consulted in advance of the written response when appropriate. The response to the complaining party will 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 Reference:

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

Cross References:

Policy 206 (Public Hearings and Public Participation in School Board Meetings, Data Privacy Considerations)

Policy 403 (Discipline, Suspension and Dismissal of School District Employees)

Policy 413 (Harassment and Violence)

Policy 514 (Bullying Prohibition)

Policy

adopted: 3/19/07

amended: 11/7/11

amended: 7/23/12

reviewed: 3/23/20

revised: 10/17/22

INDEPENDENT SCHOOL DISTRICT 273

Edina, Minnesota