

Policy Title	Policy Number	Date Approved/Revised
Complaints – Students, Employees, Parents, Other Persons	103	11/22/11 Revised: 5/21/19 Revised: 9/24/19 Revised: 6/21/22

1) 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 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. 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 School Board members receive a complaint, the steps to be followed are referenced in Policy 206, Section 5)b).
- B. 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 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.
- C. The appropriate 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 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 Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act) or other law.

Rationale: *The school district takes seriously all concerns or complaints by students, employees, parents and 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.*

Adoption and Revision History	Incorporated Policies
Policy 103 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS This Policy Adopted: November 26, 1996; Rescinded: November 22, 2011	Replaces Policy KLD (Complaints About School Personnel) adopted June 28, 1979 MSBA 103
Policy E-073 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS This Policy Adopted: November 22, 2011	
Policy 103 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS This Policy Revised: May 21, 2019; Revised: September 24, 2019 Revised: June, 21, 2022	

Administrative Rule, Regulation and Procedure: NA

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

Cross References: MSBA/MASA Model Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Data Privacy Considerations)
 MSBA/MASA Model Policy 403 (Discipline, Suspension, and Dismissal of School District Employees)
 MSBA/MASA Model Policy 413 (Harassment and Violence)
 MSBA/MASA Model Policy 514 (Bullying Prohibition)
 MSBA School Law Bulletin “1” (School Records – Privacy – Access to Data)

