

**COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS  
AND OTHER PERSONS**

**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 or handbook of the School District, that 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, 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 the complaint shall advise the Principal or immediate supervisor of the receipt of the complaint. The supervisor shall notify the Superintendent of the complaint when necessary. 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.
- B. Depending on 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.
- C. The appropriate administrator may 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 this 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 the Minnesota Government Data Practices Act or other law.

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