

Urban Academy

Policy and Procedure:

COMPLAINTS: STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS

Policy No.: 01.29

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Adopted:

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I. PURPOSE

- A. Urban Academy takes seriously all concerns or complaints by students, employees, parents or other persons.

II. GENERAL STATEMENT

- A. Students, parents, employees or other persons, may report concerns or complaints to Urban Academy. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the director of receipt of the complaint. The director shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the director. A person may file a complaint at any level of Urban Academy; i.e., director or school board.
- B. Depending upon the nature and seriousness of the complaint, the director receiving the complaint shall determine the nature and scope of the investigation or follow-up procedures whether an internal or external investigation should be provided depending on the seriousness of the complaint. The director 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 director concerning the status or outcome of the matter when appropriate.
- C. The director, or his/her designee, 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. All correspondence shall be consulted in advance of the written response and copied 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.