103 COMPLAINTS - STUDENTS, EMPLOYEES, PARENTS, 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 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.

Adopted with revisions from MSBA/MASA Model Policy 103 Orig. 1995
Policy approved by ISD #318 School Board on June, 2002; Rev. July 2006, March 2022, August 2026

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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 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.

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 Minnesota Statutes chapter 13 (Minnesota Government Data Practices Act) or other law.

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

Cross References: Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Data Privacy Considerations)
Policy 403 (Discipline, Suspension, and Dismissal of School District Employees)
Policy 413 (Harassment and Violence)

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Policy 514 (Bullying Prohibition)
MSBA School Law Bulletin "I" (School Records - Privacy - Access to Data)

Complaint About an Employee

Use this form to submit a formal complaint regarding an employee. Attach additional documentation if necessary.

Name of Complainant:	
Address:	
Telephone:	
Work Site (if applicable):	
Employee Complaint is About:	
Date Submitted:	

Nature of the Complaint

Please describe the concern and include specific facts, dates, locations, witnesses, and examples. Attach additional pages if needed.

_____

_____

_____

_____

_____

_____

_____

_____

Complainant Signature	Date

Administrative Use

Person Complaint Referred To	Date Referred

Completed forms should be submitted to the Human Resources Office with a copy of the Complaint Resolution Form.

Complaint Resolution Form

Complete this form whenever a complaint regarding an employee has been resolved. Submit the completed form to Human Resources and provide copies to the parties involved.

Employee:	
School/Department	
Complainant:	
Date Complaint Received:	
Supervisor/Administrator:	
Date Resolved:	

Resolution

- ☐ Mutual agreement of parties
- ☐ Dismissed after administrative investigation
- ☐ Corrective action (explain below)

Explanation of Corrective Action (if applicable):

_____

_____

_____

_____

_____

Findings of Fact / Rationale for Decision

_____

_____

_____

_____

_____

Supervisor Signature	Date