

## **103 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS**

### **I. PURPOSE**

The charter school 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 charter school, 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.

### **II. GENERAL STATEMENT OF POLICY**

- A. Students, parents, employees, or other persons may report concerns or complaints to the charter school. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the executive director 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 executive director. A person may file a complaint at any level of the charter school; i.e., principal, executive director, or board of directors.
- B. Depending upon the nature and seriousness of the complaint, the executive director 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 executive director, who shall determine whether an internal or external investigation should be conducted. In either case, the executive director 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 executive director 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.
- D. The charter school must include identifying and contact information for the school's authorizer on the school's official website and in other school materials it makes available to the public.

**Legal References:** Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act)  
Minn. Stat. § 124E.07, Subd. 7 (Board of Directors)

**Cross References:** MSBA/MASA Model Policy 206 (Public Participation in Charter School Board Meetings/Complaints about Persons at Charter School Board Meetings and Data

Privacy Considerations)

MSBA/MASA Model Policy 403 (Discipline, Suspension, and Dismissal of Charter School Employees)

MSBA/MASA Model Policy 413 (Harassment and Violence)

MSBA/MASA Model Policy 514 (Bullying Prohibition)

MSBA School Law Bulletin "I" (School Records – Privacy – Access to Data)