

**103 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS****I. PURPOSE**

Crosslake Community Schools (CCS) 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 CCS, 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 CCS. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the Director(s) of the receipt of the complaint. The Director(s) shall make an initial determination as to the seriousness of the complaint. A person may file a complaint at any level of the CCS; i.e., Director(s) 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 Director(s) receiving the complaint shall determine the nature and scope of the investigation or followup procedures. If the complaint involves serious allegations, the Director(s) shall determine whether an internal or external investigation should be conducted. The Director(s) shall determine the nature and scope of the investigation and may designate a person responsible for investigation or followup relating to the complaint. The designated investigator shall ascertain details concerning the complaint and respond promptly to the appropriate Director(s) concerning the status or outcome of the matter.
- C. The Director(s) shall respond in writing to the complaining party concerning the outcome of the investigation or followup, including any appropriate action or corrective measure that was taken. The response to the complaining party shall be consistent with the rights of others pursuant to the applicable provisions of Minnesota Statute Ch. 13 (Minnesota Government Data Practices Act) or other law.

**III. PROCESS FOR COMPLAINTS BROUGHT TO THE CCS SCHOOL BOARD**

- A. Complaint Receipt. The complaint must identify the complainant and provide a method of contact (such as a phone number or email address). The CCS School Board will not investigate anonymous complaints. CCS School Board will acknowledge receipt of the complaint. At this point in the process, the School Board may inquire as to how the complainant attempted to resolve the grievance with the Director prior to contacting the School Board.
- B. Allegation Determination. CCS School Board will determine whether the allegations in the complaint are related to violation of law or failure to protect students or uphold public interests. If not, the CCS School Board will provide a response to the complainant to explain as such and clarify the CCS School Board's roles and responsibilities as a School Board.
- C. Reasonable Inquiry. If CCS School Board determines that the allegations are related to violations of law or failure to protect students or uphold public interests, the CCS School Board will conduct a reasonable inquiry for the purpose of verifying whether the allegations provide sufficient evidence to establish the alleged violations or improprieties. The extent and manner of the reasonable inquiry is in the CCS School Board's sole discretion.

- D. Required Action. If the reasonable inquiry provides sufficient evidence to establish the alleged violations or improprieties, the CCS School Board will notify the Director of the school and require action as necessary and appropriate in the CCS School Board's sole discretion.
- E. CCS School Board Response. Although the length of the reasonable inquiry will vary depending upon the scope, complexity, and specificity of the complaint at issue, the CCS School Board will strive to respond to the complainant in writing within thirty days of receipt of the complaint (if a response was not previously provided in step B). If circumstances warrant, the CCS School Board may require additional time to provide such a response, in which case it will generally advise the complainant.

**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 "I" (School Records – Privacy – Access to Data)

Policy 103 Complaints - Students, Employees, Parents, Other Persons is also found in the Staff Handbook.

Policy 103 Complaints - Students, Employees, Parents, Other Persons is also found in the Seat-Based Student and Family Handbook.

Policy 103 Complaints - Students, Employees, Parents, Other Persons is also found in the Online Student and Family Handbook.