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Burnsville-Eagan-Savage School District Regulation 103

103R COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS

The following guidelines should be followed when a complaint or concern is voiced. The goal should be to resolve conflict at the lowest intervention level possible, but do not hesitate to follow the entire process if necessary. It is always wise to keep the administrator aware of any conflicts that are being handled in your building or program, no matter at what level the intervention is currently proceeding.

I. COMPLAINT PROCEDURES

- A. Those making complaints will be urged to provide adequate detail and to identify themselves so the matter can be handled appropriately. The school will make reasonable efforts to investigate and resolve anonymous complaints.
- B. Each school will develop a system to handle general complaints concerning policy and practice. These complaints will be heard, recorded, and periodically reviewed to determine general areas of concern.
- C. Follow up procedures may include an informal conference with the parties involved to attempt to resolve the matter, either individually or together as the administrator determines. Such discussion will take place within ten days after the complaint has been received.
- D. If the issue is not resolved at the conference, the complainant may request that the matter be reviewed by the next highest administrative authority. In such cases, the appropriate administrator will provide the following:
 - 1. A statement of the complaint prepared by the complainant and specifying the precise nature of the complaint.
 - 2. A statement of the facts on both sides of the matter.
 - 3. A summary of the opportunities afforded both sides to be heard.
 - 4. A statement from the complainant proposing resolution of the matter.
 - 5. A statement from the involved staff member(s) proposing resolution of the matter.
 - 6. A recommendation from the administration for proposed resolution of the matter.

II. SCHOOL BOARD INVOLVEMENT IN THE COMPLAINT PROCESS

- A. The superintendent will provide documentation similar to that listed in I.D. above if the school board is required to get involved to resolve the complaint.
- B. The school board will be guided by its code of ethics when hearing complaints.
- C. School board members who receive complaints should encourage the complainant to discuss the issue with the appropriate staff member or administrator.
- D. If the complainant does not wish to discuss the issue with the appropriate staff member or administrator, the school board member will refer the matter to the superintendent for study and possible resolution.
- E. Complaints made directly to the full school board shall be referred to the superintendent for study and possible referral to the appropriate staff member or administrator.