



103 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHERS ~~PERSONS~~

I. PURPOSE

The school district takes ~~seriously~~ all concerns or complaints by students, employees, parents or others ~~persons~~ *seriously*. 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.

II. GENERAL STATEMENT OF POLICY

- A. Students, parents, employees or others ~~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.* ~~with the lowest level supervisor.~~
- 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 the 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. After a complaint is addressed by the school district, the supervisor or administrator responsible for handling the complaint will provide follow-up information to the complainant in a manner that is appropriate under the*

~~circumstances. The follow-up information will not include the disclosure of any data that is protected from disclosure under state or federal law.~~

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

Cross References: *ISD 200 Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Data Privacy Considerations)*
~~*ISD 200 Policy 402 (Disability Nondiscrimination)*~~
ISD 200 Policy 413 (Harassment and Violence)
ISD 200 Policy 514 (Bullying Prohibition)
~~*ISD 200 Policy 522 (Sex Nondiscrimination Policy, Title IX Grievance Procedure and Process)*~~
MSBA School Law Bulletin "I" (School Records – Privacy – Access to Data)

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