

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.

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.