

## **Wabasha-Kellogg Public Schools Policy**

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

#### **I. PURPOSE**

The School District 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 School District, (for example: complaints about persons at School Board meetings; harassment and violence; bullying) 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 to use.

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

- A. Students, parents, employees or other persons, are encouraged to report concerns or complaints to the School District. Written reports are encouraged, but 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.
- B. Any School Board member receiving a complaint shall encourage the person to communicate directly with the School District employee involved. School Board members shall explain the chain of command and assist the person in making complaints to the appropriate level. If the person does not wish to contact anyone other than the School Board member, the School Board member shall advise the superintendent of the complaint.
- C. 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.

- D. The appropriate administrator shall keep the superintendent informed while responding to the complaining party with permissible information. The response to the complaining party shall be consistent with the rights of others pursuant to the applicable provisions of Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act) or other law.

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

***Cross References:*** Wabasha-Kellogg Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Privacy Considerations)  
Wabasha-Kellogg Policy 403 (Discipline, Suspension and Dismissal of School District Employees)  
Wabasha-Kellogg Policy 413 (Harassment and Violence)  
Wabasha-Kellogg Policy 514 (Bullying Prohibition)  
MSBA Service Manual, Chapter 13, School Law Bulletin “T” (School Records – Privacy – Access to Data)