

# Dover-Eyota Public Schools Policy 103

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Revised: 4/13/06,  
7/9/12, 2/1/16 slight  
by Pol Comm

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

### I. PURPOSE

The school district takes seriously all concerns or complaints by students, employees, parents or other persons. It is the belief of the school district that complaints are best resolved through the utilization of a proper procedure, and with appropriate district personnel, which includes addressing the problem as close to the origination as possible. Anyone with concerns about the school district is expected to follow the course of action described below, and may be referred back to a more appropriate step in the process.

### II. GENERAL STATEMENT OF POLICY

- A. Students, parents, employees or other persons, may report concerns or complaints to the school district. A person may file a complaint at any level of the school district; i.e., teacher, coach, principal, superintendent or school board. However, persons are strongly encouraged to communicate a complaint at the level directly related to the complaint. For clarification purposes, written reports are encouraged.
- B. Any employee receiving a complaint shall, in a timely manner, make an effort to address the complaint directly with the concerned party. If the complaint cannot be resolved by the receiving employee, or the complaint does not fall within the parameters of the employee's responsibilities, that employee shall advise their immediate supervisor of the receipt of the complaint, including any background information or action taken to date.
- C. The supervisor shall make an initial determination as to whether he/she should then address the complaint, or if the matter should be referred to the superintendent. The superintendent will then determine the best course of action for resolving the complaint, including the determination of whether or not to involve the Board of Education.
- D. If the complaint involves serious allegations, such as possible legal or contractual violations, 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 followup relating to the complaint. The designated investigator shall ascertain details concerning the complaint and respond promptly to the superintendent concerning the status or outcome of the matter.
- E. The appropriate administrator shall respond in writing to the complaining party concerning the outcome of the investigation or followup, including any appropriate action that was taken. The superintendent shall be copied on the correspondence and consulted in advance of the written response. 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.

#### Cross References:

Dover-Eyota Public Schools Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Privacy Considerations)  
Dover-Eyota Public Schools Policy 403 (Discipline, Suspension and Dismissal of School District Employees)  
Dover-Eyota Public Schools Policy 514 (Bullying Prohibition)  
Dover-Eyota Customer Feedback & Question Form