

### **35. Complaints – Students, Employees, Parents, Other Persons (MSBA # 103)**

**Adopted by Noble Academy Board of Education: February 25, 2008**

#### **I. PURPOSE**

Noble Academy 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, 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 the school. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the principal/director 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 principal/director. A person may file a complaint at any level of the school district; i.e., lead teacher, principal/director, or school board. However, persons are encouraged to file a complaint at the level closest to the source or cause of the complaint being filed.
- B. The School Board hereby designates the Charter School Director to ultimately receive all complaints or concerns presented by students, parents, employees or other persons. However, if the concern or complaint involves the Charter School Director/Principal, the complaint shall be filed directly with the Chairperson of the school board, or his/her designee.
- 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 principal/director who shall determine whether an internal or external investigation should be provided. In either case, the principal/director 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 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 principal/director shall be copied on the correspondence and consulted in advance of the written response when appropriate. If the Board Chair receives the complaint of concern concerning the Principal/Director, the Board Chair, or his/her designee, shall respond in writing to the complaining party including any appropriate action or measure that was taken. 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.

#### *Dissemination of Policy and Training*

- A. This policy shall be conspicuously posted throughout each school building in areas accessible to parents, pupils and staff members.

- B. This policy shall be given to each school employee and independent contractor at the time of entering into the person's employment contract.
- C. This policy shall be summarized in the student and parent handbooks.
- D. The school will develop a method of discussing this policy with students, parents and employees.
- E. This policy shall be reviewed at least annually for compliance with state and federal law.

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