

Technical Academies of Minnesota

Adopted: Orig. 6/22/2013

Revised: 8/25/2020

100 COMPLAINTS - STUDENTS, STAFF, PARENTS, OTHER PERSONS

I. PURPOSE

The District takes seriously all concerns or complaints by students, staff, parents or other persons. If a specific complaint procedure is provided within any other policy of the 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, staff or other persons, may report concerns or complaints to the school. While written reports are encouraged, a complaint may be made orally. Any staff member receiving an oral complaint shall document the receipt of the complaint. Any staff member receiving a complaint shall advise the Convener of the receipt of the complaint. The Convener shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the Board Chairperson. A person may file a complaint at any level of the school; i.e., staff, Convener, or the 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 Convener 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 Board Chairperson who shall determine whether an internal or external investigation should be provided. In either case, the Board Chairperson 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 Board Chairperson concerning the status or outcome of the matter.
- C. The Board Chairperson shall respond in writing to the complaining party concerning the outcome of the investigation or follow up, including any action appropriate 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 Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act) or other law.

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

Bulletin "I" (School Records-Privacy-Access to Data)