

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, 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 district. While written reports are encouraged, 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. 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 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.
- C. 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 superintendent shall be copied on the correspondence and consulted in advance of the written response when appropriate. 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.

III. GRIEVANCE PROCEDURE FOR NON-DISCRIMINATION POLICY

A. Any person who has a complaint alleging that the school district is not complying with this policy or alleging any actions prohibited by this policy shall present the complaint in writing along with the reasons for such complaint to the person designated to handle complaints.

B. The person designated to handle complaints shall investigate the complaint and determine whether the school district is, in fact, in violation of state or federal law prohibiting discrimination. A decision shall be made by the designated official and such decision shall be communicated to the complainant within 15 days of the initial reception of the complaint.

C. If the designated official finds that the complaint is justified, he or she shall initiate action to rectify the complaint.

D. If the designated official finds that the complaint is justified, he or she shall initiate action to notify the complainant in written communication.

E. If the complainant is not satisfied with the findings of the designated official, an appeal may be made to the Board of Education. The appeal must be requested in a written communication to the Superintendent of Schools no later than 15 days after receipt of the written decision of the designated official.

F. A hearing before the Board of Education shall occur no later than 30 days after receipt of a written request for such hearing. The complainant may testify and may request that other testify in the complainant's behalf. The designated official will present the findings of the investigating called for in Step B. The Board shall reach a decision and notify the complainant of its findings no later than 15 days after the hearing.

G. If the complainant is not satisfied with the decision of the Board, appeal may be made to one of the following offices:

Director of the Office for Civil Rights
300 South Wacker Dr.
Chicago, IL 60606

Commissioner of Human Rights
200 Capitol Square Bldg.
St. Paul, MN 55101

Equal Employment Opportunity Commission (EEOC)
Regional Office
342 North Water Street
Milwaukee, WI 53202

For more information on discipline policies, please refer to the student handbook.

504 Coordinator: Nate Meissner, MAHS Principal
Office Address: 25122 State Highway 28, Glenwood MN 56334
Office Phone Number: 320-239-4820 ext. 1218
Email Address: nemeissner@isd2149.org

Alternate 504 Coordinator: Chip Rankin, MAS Superintendent
Office Phone Number: 320-239-4820 ext. 1470
Email Address: crankin@isd2149.org

Title IX Coordinator: Phil Johnsrud
Office Address: 25122 State Highway 28, Glenwood MN 56334
Office Phone Number: 320-239-4820 ext. 1521
Email Address: pjohnsru@isd2149.org

Alternate Title IX Coordinator: Chip Rankin, MAS Superintendent
Office Phone Number: 320-239-4820 ext. 1470
Email Address: crankin@isd2149.org

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)