

Adopted: 6.22.15

Revised: _____

103: Complaint Procedures

103 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS

I. PURPOSE

New Century School 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 Director. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the Director of the receipt of the complaint.

B. The Director shall determine the nature and scope of the investigation or follow-up procedures and designate the person responsible for the investigation relating to the complaint. The designated investigator shall ascertain details concerning the complaint and respond promptly.

C. The Director 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 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)