

**SCHOOL POLICIES
INDEPENDENT SCHOOL DISTRICT 16**

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| POLICY | 103 | Page: 1 of 2 |
| SERIES | 100 | School District |
| SUBJECT | 103 | Complaints—Students, Employees, Parents, Other Persons |
| Adopted | | November 14, 2000 |
| Revised | | June 13, 2006; June 14, 2011 |

I. PURPOSE

The purpose of this policy is to provide a complaint procedure for students, employees, parents or other persons.

II. GENERAL STATEMENT OF POLICY

- A. Students, parents, employees or other persons, may report concerns or complaints to the school district. Generally, it is most effective to address concerns or complaints to the school district staff most directly involved. Therefore, students, parents, employees or other persons are encouraged to follow these guidelines:
- Any inquiry regarding a school-related matter should first be raised with the staff member involved. For example, questions regarding content of instructional materials or homework should be raised with the teacher.
 - If the matter remains unresolved, it may be addressed to the building principal or assistant principal.
 - If the matter is still unresolved, it may be addressed to the appropriate District administrator.
 - If there is still no resolution, the matter may be addressed to the Superintendent.
 - If there is still no resolution, the matter may be addressed to the School Board chair.
 - Finally, there may be communication with the School Board as a whole during the Communication to the School Board and Administration.
- B. The Spring Lake Park School Board adheres to the Educational Leadership System which is an approach for aligning the School Board, Administration, staff and public to increase learning for all students.
- C. 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; e.g., teacher/staff, principal, District administrator, Superintendent or School Board.

However, persons are encouraged to file a complaint at the building level when appropriate. Complaints received by either the Superintendent or the School Board may be referred to the building level at the recipient's discretion.

III. RATIONALE

The school district takes seriously 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.

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

Cross References: Policy 206 (Public Participation in School Board Meetings/
Complaints about Persons at School Board Meetings and Privacy Considerations)

Policy 403 (Discipline, Suspension and Dismissal of School District Employees)

Policy 413 (Harassment and Violence)

Policy 514 (Bullying Prohibition)

MSBA Service Manual, Chapter 13, School Law Bulletin "I" (School Records-Privacy-
Access to Data)