

**I. PURPOSE**

NWSISD takes seriously all concerns or complaints by students, staff, parents or other persons. If a specific complaint procedure is provided within any other NWSISD policy, 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 NWSISD Executive Director. While written reports are encouraged, a complaint may be made orally. Any staff member receiving a complaint shall advise the Executive Director of the receipt of the complaint. The Executive Director shall address the issue raised in the complaint, or make an initial determination as to the seriousness of the complaint and whether the matter should be investigated if required. A person may file a complaint at any level of the district; i.e., staff or school board. However, persons are encouraged to file a complaint with the NWSISD Executive Director. Complaints regarding the NWSISD Executive Director shall be made to the Chair of the NWSISD School Board.
- B. Depending upon the nature and seriousness of the complaint, the Executive Director shall determine the nature and scope of the investigation. If the complaint involves serious allegations, the Executive Director shall determine whether an internal or external investigation should be conducted. The Executive Director shall determine the nature and scope of the investigation and designate the person responsible for the investigation 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 Executive Director shall respond in writing to the complaining party concerning the outcome of the investigation, 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)

**Cross References:** NWSISD Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Data Privacy Considerations)  
 NWSISD Policy 403 (Discipline, Suspension and Dismissal of NWSISD Staff)  
 NWSISD Policy 413 (Harassment and Violence)  
 MSBA/MASA Model Policy 514 (Bullying Prohibition)  
 MSBA Service Manual, Chapter 13, School Law Bulletin "I" (School Records-Privacy-Access to Data)

*Adopted:* June 19, 2002

*Revised:* July 1, 2006

January 19, 2011