

## **103 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS**

### **I. PURPOSE**

The cooperative 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 cooperative, 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 cooperative. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise and appropriate individual of the complaint:
  - a. Concerns relating to the cooperative procedures or a cooperative should be directed to a cooperative administrator including an Administrative Coordinator or the Director. A person may file a complaint at any level of the cooperative; i.e., supervisor, director or cooperative board. However, persons are encouraged to file a complaint with a Southern Plains employee at the building level when appropriate.
  - b. Concerns relating to a member district should be directed to the supervisor within the building or supervisor most closely related to the issue. The director or administrative coordinator can be included to help facilitate this process.
- 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 director who shall determine whether an internal or external investigation should be conducted. In either case, the director 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 director 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.

***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)