

*Adopted: November 25, 2014*

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

### **I. PURPOSE**

Woodbury Leadership Academy takes seriously all concerns or complaints by students, employees, parents, or other persons. If a specific complaint procedure is provided within any other 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, employees or other persons, may report concerns or complaints to Woodbury Leadership Academy. 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. The Director shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the Board of Directors (BOD). A person may file a complaint at any level of the Director 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 Director 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 BOD who shall determine whether an internal or external investigation should be conducted. In either case, the BOD shall determine the nature and scope of the investigation and designate the person responsible for the 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 BOD 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 Minnesota Government Data Practices Act or other law.