

Math and Science Academy

Adopted: September 6, 2001

Revised: January 6, 2003

Revised: December 7, 2006

Revised: August 17, 2015

103 COMPLAINTS – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS

I. PURPOSE

The Math and Science Academy (MSA) 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 MSA, 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 MSA. While written reports are encouraged, a complaint may be made orally. Any MSA employee receiving a complaint shall advise the MSA Director (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 MSA Board of Directors (BOD). A person may file a complaint at any level of MSA; i.e., employee, Assistant Director, Director, or BOD. However, persons are encouraged to file a complaint with the Director when appropriate.
- B.** Depending upon the nature and seriousness of the complaint, the Director 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 Director 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 Director concerning the status or outcome of the matter.
- 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 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 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: MSA Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Data Privacy Considerations)
MSA Policy 413 (Harassment and Violence)
MSA Policy 514 (Bullying Prohibition)