

Math and Science Academy

Adopted: September 6, 2001
Revised: January 6, 2003
Revised: December 7, 2006
Revised: August 17, 2015
Revised: January 19, 2021

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. MSA uses the following communication progression to make certain all questions, concerns and issues are addressed in a professional and timely manner. If your question, issue or concern is not resolved at the lowest level, please proceed to the next level. Please do not jump levels, as this causes inefficiencies to occur. A flow chart representing the proper flow of communication at MSA for General Education and Special Education questions, issues and concerns follows. Proceeding to the next step on the progression should not occur until the contact person involved in the current step has had adequate time to address the issue at hand. This time period is typically two school days between steps (flows chart included on p. 103-2).

1. Student contacts teacher/staff.
2. Parent contacts teacher/staff.
3. Student contacts building administrator
4. Parent contacts building administrator.
5. Parent contacts School Director.
6. Parent contacts Board of Directors (BOD).

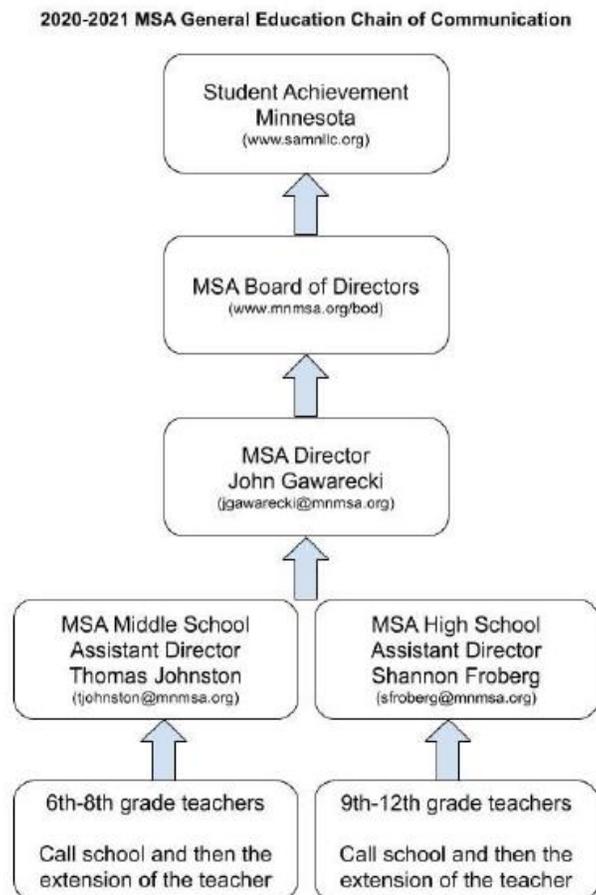
If a specific complaint procedure is not provided, the purpose of this policy is to provide a procedure that may be used.

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 verbally. Any MSA employee receiving a complaint must advise their immediate supervisor or the MSA Director (Director) of the receipt of the complaint. The Director will acknowledge receipt of a complaint within three (3) business days. The Director will 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. In situations where the Director is the subject of the complaint, the BOD or Board Chair is the recipient of the complaint.

- B. Allegations which, if all facts alleged are true, would constitute a violation of law or policy will be investigated pursuant to this policy. Depending upon the nature and seriousness of the complaint, the Director will determine the nature and scope of the investigation or follow up procedures. If the complaint involves serious allegations as determined by the Director, or if the Director is the subject of the complaint, the matter shall promptly be referred to the BOD who will determine whether an internal or external investigation should be conducted. In either case, the Director (unless the Director is the subject of the complaint, in which case the BOD) will determine the nature and scope of the investigation and designate the person responsible for conducting the investigation or follow up relating to the complaint. The designated investigator will ascertain details concerning the complaint and respond promptly to the Director concerning the status or outcome of the matter.

- C. The Director will 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 will be copied on the correspondence and consulted in advance of the written response when appropriate. The response to the complaining party will 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. The BOD or Board Chair will take the action described in this Section II (C) in the event the Director is the subject of the complaint.



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)