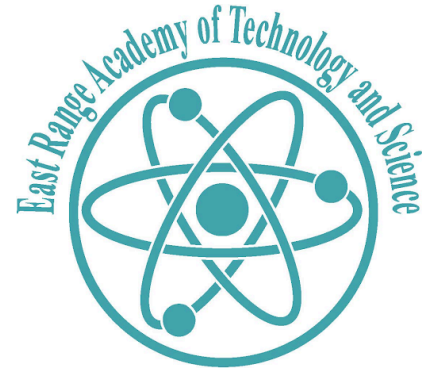


Board Policy
428

**Complaints: Students, Employees,
Parents, and Other Persons**



Adopted: 4/2014

Revised: 3/2024

I. PURPOSE

The school 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 school, 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.

In general, the use of good judgment based on high ethical principles, the employee handbook, and East Range Academy's policies will guide you to determine when to report an official grievance. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with Human Resources, the Director, or the School Board.

II. GENERAL STATEMENT OF POLICY

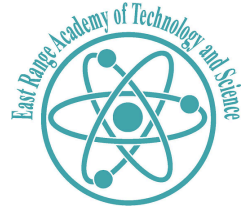
- A. Students, parents, employees or other persons may report concerns or complaints to the school. All complaints should be made with either the Human Resources (HR) officer, the Director, or the Board. While written reports are encouraged, a complaint may be made orally. For documentation purposes, a person receiving an oral complaint will complete the first two pages of complaint form 408/428.
- B. Depending upon the nature and seriousness of the complaint, the HR officer, Director, or Board shall determine the nature and scope of the investigation or follow-up procedures.
- C. The appropriate school administrator shall investigate and 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. A written record of the complaint, investigation, and outcome will be filed with Human Resources. The School Board Chair 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.

- D. If the submitter of a complaint is not satisfied with the outcome of the investigation, they are encouraged to appeal the decision with the ERATS School Board.
- E. Mandatory Reporting. If the complaint pertains to the welfare or safety of a student, the procedure for mandatory reporting must be followed; refer to Board Policy 420.
- F. “Whistleblower” Policy. For information about the rights, responsibilities, and protections for those who file grievances, see Board Policy 424: Whistleblower.

Addendum

Form 408/428: Complaints or Grievances

Form 408/428
Complaints or Grievances



Last Revised: March 2024

Please refer to policies 408 and/or 428 for information about Complaints or Grievances.

Name: _____ Date Written: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone: _____ E-mail Address: _____

If complaint is transcribed from an oral report, name and position of transcriber:

Please list the specifics of the complaint, including how you have tried to resolve the issue:

List the specific laws, policies, or regulations you believe have been violated:

Please list the names and titles of any individuals you presented your concerns to prior to completing this form:

What resolution to your concern was presented that was not acceptable to you?

What action would you like the school to take?

Signature:_____ **Date:**_____

OFFICE USE ONLY

*Date Received:*_____ *By Whom:*_____

*Name of Supervisor:*_____ *Date Delivered to Supervisor:*_____

Attach additional pages if necessary

Supervisor Name:

Supervisor Comments:

Investigation Summary:

Actions to Take:

Supervisor Signature:_____ ***Date:***_____

Return a copy of this document to the persons listed above. Establish a follow-up meeting date to discuss if the issue was resolved (if needed).

Meeting date: _____

Resolution Summary:

Signature:_____

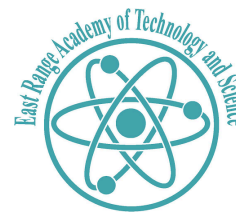
Date:_____

Supervisor

Signature:_____

Date:_____

Complaints/Grievances Form Part 2 (If Needed)



Director's Name: _____

The director will meet with the parties separately to clarify the issue.

Director comments regarding the conversations:

Investigation Summary:

Actions to Take:

Director Signature: _____ Date: _____

Return a copy of this document to the persons listed above. Establish a follow-up meeting date to discuss if the issue was resolved (if needed).

Meeting Date: _____

Resolution Summary:

Signature(s) and **Date(s)**:

Director
Signature: _____

Date: _____

Complaints/Grievances Form Part 3 (If Needed)



Board Chair or Designee's Name: _____

The Board Chair or designee will meet with the parties separately to clarify the issue.

Board member comments regarding the conversations:

Investigation Summary:

Actions to Take:

Board Member Signature: _____ Date: _____

Return a copy of this document to the persons listed above. Establish a follow-up meeting date to discuss if the issue was resolved (if needed).

Meeting Date: _____

Resolution Summary:

Signature(s) and **Date(s)**:
Board
Signature: _____

Date: _____

** Once the final actions, meetings, and summaries are completed, this form must be given to the ERATS Director or Board Chair for filing. These records will be retained for at least two years.*