

SCHOOL POLICIES INDEPENDENT SCHOOL DISTRICT 16

POLICY	909	Page: 1 of 2
SERIES	900	School/Community
SUBJECT	909	Complaints
Adopted		August 24, 2004
Revised		

I. PURPOSE

The purpose of this policy is to provide guidelines for resolving problems or conflicts and complaints about school personnel.

II. GENERAL STATEMENT OF POLICY

If parents, students, or residents encounter a situation which, in their opinion, has been caused by a school district procedure or staff member, they should contact the staff member directly responsible or involved in the situation. If the problem is not resolved satisfactorily, or if the complainant fears reprisal or for some other reason does not feel comfortable contacting the responsible staff member, it may be referred to the next problem solving level of the school district which is the building principal. If the building principal does not or cannot solve the problem satisfactorily, or if the complainant fears reprisal or for some other reason does not feel comfortable contacting the principal, the problem should be referred to the next problem solving level which is the Superintendent. If the Superintendent does not or cannot resolve the problem, or if the complainant fears reprisal or for some other reason does not feel comfortable contacting the Superintendent, it should be appealed to the School Board Chairperson on behalf of the School Board. Appeals should be made in writing and the written complaint should be mailed to the School Board Chairperson at the Board of Education Building, 8000 Highway 65 NE, Minneapolis, MN 55432. The problem and the resolution to the problem as desired by the complainant should be explained in the letter and a request be made that the School Board consider it through its hearing process.

All matters addressed during a School Board meeting are public. However, law does permit closed hearings for certain situations and problems, therefore, one should indicate in the letter whether the Board's hearing of the complaint should be public or closed. The Board will conduct closed hearings on all issues and problems that are requested to be closed by the complainant and is permitted by law to be closed.

Except for complaints about the Superintendent, the School Board will not consider or act on complaints that have not first been referred and considered at the appropriate other problem solving levels summarized in the previous paragraphs.

Legal References:

Cross References: