



*Adopted: August, 1996*

*EMID 6067Board Policy 103*

*Revised: November 16, 2005: October, 2014*

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

### **I. PURPOSE**

EMID takes all concerns or complaints by students, employees, parents or other persons seriously. If a specific complaint procedure is provided within any other Board 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 EMID. While written reports are encouraged, a complaint may be made verbally. Any employee receiving a complaint shall advise their immediate supervisor of the receipt of the complaint. The supervisor shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the Executive Director. A person may file a complaint at any level of EMID; i.e., program advisor, program supervisor, Executive Director, or Board member. However, persons are encouraged to file a complaint at the program level when appropriate.
- B. Depending upon the nature and seriousness of the complaint, the supervisor 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 Executive Director or designee who shall determine whether an internal or external investigation should be provided. In either case, the Executive Director or designee 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, including electronic communications to the complaining party, concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure that was taken. The Executive Director or designee 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. Complaints**

1. Routine complaints about an employee should first be directed to that employee or to the employee's immediate supervisor.
2. If the complaint is against an employee relating to child abuse, discrimination, racial, religious, or sexual harassment, or other activities involving an intimidating atmosphere, the complaint should be directed to the employee's supervisor or other official as designated in the district policy governing that kind of complaint. In the absence of a designated person, the matter should be referred to the Executive Director.
3. Unresolved complaints from Paragraph 1 of this section or problems concerning the district should be directed to the Executive Director's office.
4. Complaints which are unresolved at the Executive Director's level may be brought before the Board by notifying the Board in writing.

***Legal References:*** Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act)

***Cross References:*** EMID Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Privacy Considerations)  
EMID Policy 403 (Discipline, Suspension and Dismissal of School District Employees)  
EMID Policy 413 (Harassment and Violence)  
MSBA Service Manual, Chapter 13, School Law Bulletin "I" (School Records-Privacy-Access to Data)  
EMID Policy 514 (Bullying Prohibition)