



Adopted: MSBA/MASA Model Policy 103

Revised: 2022 (Originated. 1995)

103 Complaints – Students, Employees, Parents, Other Persons

I. PURPOSE

BrightWorks takes seriously all concerns or complaints by students of member districts, employees, BrightWorks employees, employees and parents from member and associate member districts. 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 BrightWorks. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the Executive Director of the receipt of the complaint. A person may file a complaint at any level of the service cooperative; i.e., Executive Board, director, or coordinator. Persons are encouraged to file a complaint at the Executive Director level unless the complaint is about the Executive Director, in which case the complaint shall be filed with the Executive Board chair.
- B.** Depending upon the nature and seriousness of the complaint, the Executive Director or Executive Board Chair 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, who shall determine whether an internal or external investigation should be conducted. The Executive Director after determining the nature and scope of the investigation may 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 Executive Director and/or designated investigator shall respond in writing to the complaining party concerning the outcomes of the investigation or follow up. The designated investigator will provide copies of reports, findings and outcomes of the investigation and be 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 Minnesota Statutes chapter 13 (Minnesota Government Data Practices Act) or other law.

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

Cross References: MSBA/MASA Model Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Data Privacy Considerations)

MSBA/MASA Model Policy 403 (Discipline, Suspension, and Dismissal of School District Employees)

MSBA/MASA Model Policy 413 (Harassment and Violence) MSBA/MASA Model Policy 514 (Bullying Prohibition)

MSBA School Law Bulletin "I" (School Records – Privacy – Access to Data)