

**Nerstrand Elementary School Policy 103**  
**Independent Charter School District #4055**

*Adopted: 04/14/2003*

*Reviewed: 04/13/2015*

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

**I. PURPOSE**

Nerstrand School takes seriously all concerns or complaints by students, employees, parents or other persons. Complaint procedures provided within any other policies of Nerstrand School 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 Nerstrand School. While written reports are encouraged, a complaint may be made verbally. Any employee receiving a complaint shall advise the Director of the receipt of the complaint. The Director shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to any resource outside of their purview. A person may file a complaint with any employee of Nerstrand School; i.e. support staff persons, teachers, Director, or board members. However, persons are encouraged to dialogue with the source (person) of their concern(s) first, in order to attempt to resolve the issue informally if possible.

B. Depending upon the nature and seriousness of the complaint, the Director shall determine the nature and scope of any investigation or follow-up procedures necessary to resolve the concern. If the complaint involves serious allegations, the matter may be referred to the Board of Directors, who can assist in determining whether an internal or external investigation should be provided. In either case, the Director 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 Director concerning the status or outcome of the matter. If the complaint is against the Director, the party shall direct their complaint to the Board of Directors first.

C. The Director shall respond in writing to the complaining party concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure(s) taken. The Board of Directors shall be informed 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 laws.