

103 GRIEVANCE AND COMPLAINT PROCEDURE

I. PURPOSE

- A. Minnesota Transitions Charter School (MTCS) takes seriously all concerns, grievances, or complaints by students, employees, parents, or other persons. If a specific complaint/grievance procedure is provided within any other MTCS policy, such as Title IX, Harassment, Discrimination, or another policy area, the specific procedure outlined in that policy shall be followed in response to such a complaint. If a specific complaint/grievance 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, grievances, or complaints to MTCS. While written reports are encouraged, a complaint/grievance may also be made orally. Any employee receiving an oral complaint/grievance shall document the substance of the complaint/grievance in writing, and provide the principal or their immediate supervisor with notice of the receipt of the complaint/grievance and a copy of either the written complaint or their written documentation of the substance of the complaint within two (2) business days. The supervisor or principal who received the complaint/grievance shall make an initial determination as to the seriousness of the complaint/grievance and whether the matter should be referred to the Superintendent. A person may file a complaint/grievance at any level of MTCS; i.e., principal, superintendent, or school board. However, persons are encouraged to file a complaint/grievance at the building level, when appropriate.
- B. If the complaint/grievance involves serious allegations, the matter shall promptly be referred to the Superintendent, who shall determine whether an internal or external investigation should be conducted. A determination that the complaint/grievance does not involve serious allegations and will not be referred to the Superintendent may be appealed by the complaining party, in writing, to the Superintendent within five (5) business days of receiving oral or written notice that a complaint/grievance will not be elevated to the Superintendent. The Superintendent shall determine the nature and scope of the investigation and designate the person responsible for the investigation or follow-up relating to the complaint/grievance. 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 to the complaining party concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure that was taken. The Superintendent 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 the Minnesota Government Data Practices Act or other law. The complaining party may appeal the outcome of the investigation to the Board of Directors. This appeal must be made in writing within five (5) business days of receiving the outcome of the matter. The Board may decide whether to accept or decline to review the investigation process and results.