

# Complaints and Investigation Policy: Students, Employees, Parents, and Other Persons

Adopted: 2024

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## PURPOSE

Swan River Montessori Charter School takes all concerns or complaints seriously by students, employees, parents, or other persons. If a specific complaint procedure is provided within any other policy of the charter school, the specific procedure shall be followed for 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.

## GENERAL STATEMENT OF POLICY

1. Students, employees, parents, or other persons, may report concerns or complaints to the charter school. While written reports are encouraged, a complaint may be made orally. People are encouraged to follow the charter school's organizational structure and file a complaint at the Executive Director level first when appropriate. A complaint regarding the executive director must be filed with the board chair. The board's expectation is that a person has already met with the Director and made a good faith effort to resolve things at that level first.
2. Any employee receiving a complaint will use professional judgment to determine whether their immediate supervisor or an administrator should be informed of the complaint. 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, who shall determine whether an internal or external investigation should be conducted. In either case, the executive director shall determine the nature and scope of the investigation and be responsible for the investigation or follow-up relating to the complaint. The Director shall ascertain details concerning the complaint and respond in a reasonably prompt manner to the concerned party the status or outcome of the matter.
3. The Board Chair and Secretary shall comprise the board investigation team and review any formal written complaints involving the Executive Director. They shall determine whether an internal or external investigation should be conducted. The board investigation team shall be responsible for the investigation or follow-up relating to the complaint. They shall determine the nature and scope of the investigation. The board investigation team shall ascertain details concerning the claim and respond in a reasonably prompt manner concerning the status or outcome of the matter.
4. The appropriate administrator, the Board Chair, or a designee, as necessary, shall respond to the complaining party concerning the outcome of the investigation. The response to the complaining party shall be consistent with the rights of others under the applicable provisions of Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act) or other laws.