

Complaints: Students, Employees, Parents, and Other Persons

**Last modified: 2/13/2022*

**Adopted by the Great Oaks Academy Board:*

PURPOSE

Great Oaks Academy takes seriously all concerns or complaints by students, employees, parents, or other persons. If another policy of the charter school provides a specific complaint procedure, that specific procedure should be followed. In the event that there is no specific complaint procedure available, this procedure should be used.

GENERAL STATEMENT OF POLICY

1. In the event of concerns or complaints, Great Oaks Academy encourages individuals to first bring the issue to the appropriate teacher or staff member involved. Open and honest communication can frequently resolve most conflicts. If an informal complaint conference does not resolve the issue, a formal process can be initiated. Any student, employee, parent, or other person, may report concerns or complaints to the charter school. Complaints will be documented according to any pertinent regulating legal criteria, such as in the event of mandated reporting.

COMPLAINTS AGAINST TEACHERS AND STAFF

1. Formal complaints against teachers and staff should be filed with the Executive Director. Complaints should be written and either mailed or emailed to the Executive Director and should include the following:
 - a. The names and positions of persons involved
 - b. The time and location of the incident
 - c. A personal statement explaining the incident and its consequences to the person doing the reporting
 - d. The preferred method of contact for the reporting person
2. The Executive Director will contact the complainant within 72 hours to set up a personal interview. During this interview, the Executive Director will evaluate each complaint to determine its nature and extent, and whether an internal or external investigation is merited.
 - a. In the event that the complainant feels satisfied with the response of the Executive Director, no further action is necessary.
 - b. In the event of an internal investigation, the Executive Director will guide this process of information collection and mediation between the parties involved.
 - c. In the event that the Executive Director deems an external investigation is warranted, a neutral third-party will be engaged to collect information, guide the mediation process, and/or

provide the Director with a recommendation for the official resolution of the complaint. The Director will then determine how best to implement this resolution for all parties involved. The designated investigator shall ascertain details concerning the complaint and respond in a reasonably prompt manner to the appropriate administrator concerning the status or outcome of the matter.

- d. The Executive Director is responsible for keeping the complainant up to date on any developments or resolutions that arise. 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 law.
3. If disciplinary action is required, the Director shall follow the procedure outlined in the Employee Discipline, Suspension, Removal Policy.

COMPLAINTS AGAINST THE EXECUTIVE DIRECTOR

1. If the complaint is against the Executive Director, the complaint should be filed with the Board Chair. Complaints should be written and either mailed or emailed to the Board Chair and should include the following:
 - a. The names and positions of persons involved
 - b. The time and location of the incident
 - c. A personal statement explaining the incident and its consequences to the person doing the reporting
 - d. The preferred method of contact for the reporting person
2. The Board Chair will contact the complainant within 72 hours to set up a personal interview. He or she will then present the findings of this interview to the Board of Directors at the next board meeting, or, if he or she finds it necessary, at an emergency board meeting. At this meeting, the Board of Directors shall determine whether an internal or external investigation should be conducted.
 - a. In the event that the complainant feels satisfied with the response of the Executive Director, no further action is necessary. The complaint and its resolution must still be presented to the Board of Directors at the next board meeting.
 - b. In the event of an internal investigation, the Board Chair will guide this process of information collection and mediation between the parties involved.
 - c. In the event that the Board Chair deems an external investigation is warranted, a neutral third-party will be engaged to collect information, guide the meditation process, and/or provide the Director with a recommendation for the official resolution of the complaint. The Director will then determine how best to implement this resolution for all parties involved. The designated investigator shall ascertain details concerning the complaint and respond in a reasonably prompt manner to the appropriate administrator concerning the status or outcome of the matter.

- d. The Board Chair is responsible for keeping the complainant up to date on any developments or resolutions that arise. 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 law.
3. If disciplinary action is required, the Director shall follow the procedure outlined in the Employee Discipline, Suspension, Removal Policy.

Legal References: Minn. Stat. Ch. 13.43 (Minnesota Government Data Practices Act)