

## **INNOVATION SCIENCE AND TECHNOLOGY ACADEMY**

### **Complaints: Students, Employees, Parents, and Other Persons**

---

#### **PURPOSE**

Innovation Academy 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 about 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, parents, employees or other persons, may report concerns or complaints to the charter school. While written reports are encouraged, a complaint may be made orally. Persons are encouraged to follow the charter school's organizational structure and file a complaint at the Executive Director level, when appropriate. A complaint regarding the executive director must be filed with the board chair.
2. 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 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 in a reasonably prompt manner to the appropriate administrator concerning the status or outcome of the matter.
3. Any formal written complaints involving the Executive Director shall be reviewed by the Board of Directors, who shall determine whether an internal or external investigation should be conducted. The Board of Directors shall be responsible for the investigation or follow-up relating to the complaint. The Board of Directors shall determine the nature and scope of the investigation. The Board of Directors 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 (which could be the designated investigator), 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 law.

***Legal References:***     [Minn. Stat. Ch. 13](#) (Minnesota Government Data Practices Act)

**Adopted: July 2019**