



Complaint Policy

The Discovery Public School takes seriously all concerns or complaints by students, staff, parents, or other persons. As adopted by the Board of Education, the following procedures may be used.

Students, parents, staff or other persons, may report concerns or complaints to the school office. While written reports are encouraged, a complaint may be made orally. Any staff member receiving a complaint shall advise the school office of the receipt of the complaint. The administrative team shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the Board Chairperson. A person may file a complaint at any level of the school; i.e., staff, staff team, administration, or the School Board. However, persons are encouraged to file a complaint at the building level when appropriate.

Depending on the nature or seriousness of the complaint, the staff member 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 Board Chairperson who shall determine the nature and the 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 status or outcome of the matter.

The appropriate Board Chairperson shall respond in writing to the complaining party concerning the outcome of the investigation or follow up, including any actions appropriate or corrective measure that was taken. The Board Chairperson shall be notified 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 or other law.