

COMMUNITY RELATIONS

Complaints Concerning School Personnel

Constructive criticism of the schools is welcome, when it is motivated by a sincere desire to improve the quality of the educational program.

The Board places trust in its employees and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful, or negative criticism and complaints.

To encourage the expeditious resolution of citizen complaints at the school site, the Board agrees that in the case of a complaint on the part of a citizen regarding an employee that such citizen shall be directed to first discuss the matter with the principal or site supervisor. The employee involved will be advised of the nature of the complaint and be given an opportunity for explanation, comment, and presentation of the facts as he/she sees them.

Any complaint remaining unresolved after informal review by the principal/site administrator shall be submitted to the principal in writing. A meeting will be scheduled for the purposes of presenting facts, making further explanations and clarifying the issues. The principal/site supervisor shall fix the date at which time a decision will be rendered.

Any written complaint remaining unresolved after review by the principal/ site administrator shall be forwarded to the Superintendent of Schools. A meeting will be scheduled for the purposes of reviewing the facts, making further explanations and clarifying the issues. The Superintendent shall fix the date at which time a decision will be rendered.

Whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it shall be referred to the school administration for study and possible solutions. The individual employee involved shall be advised of the nature of the complaint and shall be given every opportunity for explanation, comment, and presentation of the facts as he/she sees them.

If it appears necessary, the administration, the person who made the complaint, or the employee involved may request a meeting with the Board for the purposes of fuller study and a decision by this body. Generally all parties involved, including the school administration, shall be asked to attend such a meeting for the purposes of presenting additional facts, making further explanations, and clarifying the issues. Hearsay and rumor shall be discounted as well as emotional feelings, except those directly related to the facts of the situation.

The Board shall conduct such meetings in as fair and just a manner as possible. The Board may request a disinterested third party to act as moderator to help reach a mutually satisfactory solution.

This policy is not intended and shall not be used in any situation in conflict with provisions of the Teacher Tenure Act, contract governance/ discipline procedures, or any other law governing the rights of employees of the School District.

Legal Reference: Edu. Code 123.35, Subd. 6

Policy
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MINNEAPOLIS BOARD OF EDUCATION
Minneapolis, Minnesota

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