

BDOTE LEARNING CENTER

Effective Date: 6/25/2014	103 GRIEVANCE – STUDENTS, EMPLOYEES, PARENTS, OTHER PERSONS
Date: 6/10/14 Revisions: 6 /12/14	Approved by: Bdote Board of Directors 6.25.14

I. Purpose of Policy:

Bdote Learning Center (BLC) takes seriously all concerns or complaints by students, employees, parents, or other persons. If a specific complaint procedure is provided within any other policy of the **BLC** Policy Manual, the specific procedure shall be followed in reference to 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.

II. General Statement:

- A. Students, parents, employees or other persons, may report concerns or complaints to **BLC**. While written reports are encouraged, a complaint may be made orally. Any employee receiving a complaint shall advise the Director of the complaint. The Director shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the Personnel Committee of the Board of Directors. Persons are encouraged to file a complaint at the lowest level when appropriate, and then proceed up the levels of responsibility. For example, a grievance should always start with the person to whom the grievance is directed, if unresolved, next the direct supervisor, school administration, and finally the Board of Directors.
- B. Depending upon the nature and seriousness of the complaint, the Director 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 Director shall promptly refer the complaint to the Personnel Committee who shall determine whether an internal or external investigation should be conducted. In either case, the 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 promptly to the appropriate administrator concerning the status or outcome of the matter.
- C. For a complaint that has been referred to the Director under paragraph (B), the appropriate administrator shall respond in writing to the complaining party concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure that was taken. The Personnel Committee of the Board of Directors shall be copied 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 Minnesota Government Data Practices Act or other law.
- D. If the complaint is against the Director the complaint should be referred to the Chair of the Board of Directors. The Chair will refer the complaint to the Personnel Committee of the Board of Directors.