



HEARTLAND LAKES COMMUNITY SCHOOL EXISTS TO EMPOWER SCHOLARS TO:
 BRAVELY LIVE THEIR TRUTH,
 TO BECOME WISE STEWARDS OF THE LAND AND RESOURCES
 AND TO IGNITE LASTING CURIOSITY THAT LEADS TO POSITIVE CHANGE IN THEIR SCHOOL, THEIR COMMUNITIES, AND THEMSELVES.

Policy 103

Complaints-Students, Employees, Parents, and Other Persons

Adoption:	February 13, 2023
Revision History	
Last Board Review: February 13, 2023	
Next Board Review: February 2026	
Review Frequency: Every 3 Year (per Policy 208)	

I. PURPOSE

Heartland Lakes Community School (HLCS) 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 HLCS, 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 OF POLICY

Students, parents, employees or other persons, may report concerns or complaints to HLCS in written form. A person may file a complaint at any level of the school district; however, before filing a complaint with the Director or the School Board, they are encouraged to file a complaint with the administrator directly responsible for the area of concern. Any employee receiving a complaint shall advise their immediate supervisor of the receipt of the complaint. The supervisor shall make an initial determination as to the seriousness of the complaint and whether the matter should be referred to the Director.

Depending upon the nature and seriousness of the complaint, the 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 Director 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

completing and respond promptly to the Director concerning the status or outcome of the matter.

The Director 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 response to the complaining party shall be consistent with the rights of others pursuant to the applicable provision of Minn.Stat.Ch 13 (Minnesota Government Data Practices Act) or other law.

Note: the applicability and enforceability of this policy 103 is limited to, and qualified by, Minnesota or Federal law that, at the time any such circumstance within the scope of the policy arises, may be contrary to some aspect of the policy.