

## **Academy for Sciences and Agriculture #4074**

### **Complaint & Grievance Procedures**

AFSA High School community members have a right to seek a remedy to a dispute through a complaint or grievance procedure. The following procedure is established to promote a timely means of resolving disputes. Students who have a complaint against any member of the faculty or staff about content or conduct of a course, grading, tuition, or any other school policy or procedure, review the following for the process that needs to be followed. For more information about your rights or the procedure, call 651.209.3910.

Complaint and grievance procedures shall not substitute for other grievance procedures specific in board or College regulations or negotiated agreements. Students should use available informal means to have decisions reconsidered before filing a complaint or grievance. No retaliation of any kind shall be taken against a student for participation in a complaint or grievance. These procedures shall also protect data privacy rights.

#### **Complaint**

A complaint is an informal claim by a student or a group of students regarding alleged improper, unfair, arbitrary or discriminatory treatment. A complaint may constitute a grievance, if not mutually resolved and if the complaint falls within the definition of a grievance.

You may file a complaint concerning any school issue and discuss it with the appropriate employee, or administrator, as established by School procedure. However, by Board policy, you may carry a complaint no further, unless a complaint falls within the definition of a [grievance](#).

#### **Before Making a Complaint**

- You are encouraged to discuss your concern or complaint with the faculty or staff involved first. Talking with the staff or faculty resolves more concerns than doing nothing about it.
- It is important that you attempt to resolve the complaint. Most misunderstandings will be resolved at this first step by clarifying communications and expectations.

#### **Informal Complaint Procedure**

1. Arrange a meeting with the appropriate individual(s) to discuss the concern and desired remedy in an attempt to resolve the situation as soon as possible. Before you meet with the appropriate individual(s), you may want to complete a Complaint and Grievance form, which includes:
  - a. the nature of the complaint;
  - b. summary of complaint and the relevant facts; and,
  - c. the remedy sought.
2. If you are not able to reach a satisfactory agreement with the staff member, you may, no later than ten school days after the meeting with the staff, submit the complaint in writing on a Complaint/Grievance form to the Administration Office.
3. The completed form will be reviewed. You will be contacted within 72 hours.
4. To resolve the complaint, the administrator will discuss the situation with all appropriate individuals. If needed, a follow-up meeting will be scheduled in a timely manner.
5. The administrator will contact you with a response to your complaint. The decision of the administrator is final and binding.

Any student or group of students may present or discuss a complaint with the employee whose actions give rise to the complaint, and/or with the administrator to whom the employee reports. You may have a representative in attendance to observe any such discussion.

If you make a complaint about an employee to an administrator, you should be aware that the employee may be informed that a complaint has been registered. This will be the case except when Minnesota statutes expressly allow for anonymity, e.g., initially for accusations of sexual harassment.

## **Grievance**

A grievance is a dispute or disagreement raised by a student, or group of students, alleging improper, unfair, arbitrary or discriminatory action by an employee involving the application of the specific provision of a School policy or procedure or Board policy or procedure. A grievance must be submitted in writing; Complaint and Grievance forms are available from the Main Office.

### **Grievance Process**

In order to have a right to the entire grievance process, a specific rule or regulation of the school must be involved. If a violation involves a school rule or regulation, you may carry an official grievance to the Administration Office.

A grievance must be submitted within 20 school days of the incident being reported.

### **Grievance Steps:**

1. Such grievances shall be submitted to Administration Office.
2. The written grievance shall set forth the nature of the grievance, the facts on which it is based, and the relief requested. If possible, witnesses' statements and names should be included. The grievance must be written and signed by the student. The grievance shall be discussed within five (5) days with the student(s) and others involved at a time mutually agreeable to all parties.
3. If at this meeting a settlement is reached, it shall be reduced to writing and signed by the employee and the student(s).
4. If no agreement is reached, the employee shall give written answer to the student(s) within five (5) days.
5. In either case a copy shall be given to the Director.
6. If no agreement is reached, the Director will make a final and binding decision on the matter.

### **Time Limits**

All time limits have been set at five (5) days; however, the student initially has twenty school days to initiate the grievance process. By mutual agreement of the student(s) and school personnel, time limits may be extended due to extenuating circumstances approved by the Director.

1. If a grievance is not presented within the established limits, it shall be considered as "waived."
2. If a grievance is not appealed to the next step within the established time limits, it shall be considered settled on the basis of the last answer.