

**SEVEN HILLS CLASSICAL ACADEMY  
MANUAL OF SCHOOL POLICIES APPROVED BY THE BOARD**

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**POLICY 103: SCHOOL COMMUNICATIONS AND COMPLAINT PROCESS**

**I. PURPOSE**

The purpose of this policy is to establish procedures for school communications with the school community and to provide policy guidance to the school for handling complaints from students, employees, parents, or other persons.

**II. GENERAL STATEMENT OF POLICY**

- A. The school board views effective communications with the school community as a high priority in maintaining school success for every student. The school staff responsibilities shall be to implement ongoing communications activities for students, parents, employees and other persons in the school community.
- B. The school staff shall give serious consideration to all concerns or complaints received from students, employees, parents or other persons.

**III. SCHOOL COMMUNICATIONS**

The school shall communicate with the school community on a regular basis by using, at a minimum, the following methods:

- A. Main Office School Board Posting  
The school's official main office posting site shall include but not be limited to: list of current board members and contact information, annual list of regular board meeting dates/times for the school year including the bi-annual townhall meetings for the school community, advance notice of any school board meeting date changes from the posted annual list, advance notice of board committee meetings, minutes of the most recent regular board meeting after school board approval, agenda for the next regular board meeting, copy of the most recent quarterly school board newsletter, and other important events information for the school community including how to access the school web site. Agendas and approved minutes for all special board meetings that may be held from time to time shall also be posted.
- B. School Web Site  
The school's official web site shall be updated regularly. The web site shall include but not limited to: all of the items listed for section A. above, agendas for all regular and special board meetings, minutes for all school board meetings after school board approval for each, all board-approved school policies, parent/student handbook, and additional information from the executive director about school programs, operations, and upcoming parent events.

- C. School Board Quarterly Newsletter  
A copy of the quarterly school board newsletter shall be distributed to parents and guardians of all students as well as school staff.
- D. Parent/Student Handbook  
An annual Parent/Student Handbook is developed by the executive director and approved by the school board. Parents are strongly encouraged to read this annual Parent/Student Handbook, review its contents with their children attending Seven Hills Academy, and sign/return the parent pledge to support their children's school success.
- E. School Plan for Parent Communications  
The executive director shall design and implement an annual school parent communications plan. Teachers shall participate in the plan to ensure that school and classroom information is communicated to parents on an ongoing basis and monitored and feedback ideas are collected to assist in making school improvements determined by staff as appropriate and feasible.
- F. Bi-Annual Town Hall Meetings for the School Community  
Every year, the school board shall hold two town hall meetings with parents, teachers, and interested others that may be invited to discuss matters concerning the school mission, policies, programs, and operations. Questions will be encouraged from the audience and written feedback may also be collected for ideas to improve communications.

#### **IV. PROCESS FOR RESPONDING TO COMPLAINTS**

The following complaint procedures are established by the school board:

##### **A. Receipt of Complaints**

A person may file a written complaint at any level of the school; i.e., teacher, other staff member, executive director, or school board. Routine complaints about a teacher or other employee first should be directed to that teacher or employee or to the employee's immediate supervisor.

If the complaint is against an employee relating to child abuse, discrimination, racial, religious, or sexual harassment, or other activities involving an intimidating atmosphere, the complaint should be directed to the employee's supervisor as designated in the school policy governing that kind of complaint. In the absence of a designated person, the complaint should be directed to the executive director.

Any employee receiving a written complaint shall advise the executive director within three (3) days of the receipt of the complaint. Unresolved complaints or problems concerning the school should be directed to the executive director.

B. Investigation of Written Complaint

Depending upon the nature and seriousness of the complaint, the supervisor or other administrator receiving the complaint shall determine the nature and scope of the investigation or follow-up procedures. If the complaint is made in writing, the executive director shall respond in writing to confirm receipt of the complaint.

If the complaint involves serious allegations, the executive director shall determine whether an internal or external investigation should be conducted. In either case, the executive 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 executive director concerning the status or outcome of the matter.

C. Follow-up to Written Complaint

The executive director shall communicate in writing to the complaining party concerning the outcome of the investigation or follow-up, including any appropriate action or corrective measure taken. The board chair 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 Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act) or other laws. Complaints which are unresolved at the executive director's level may be brought before the school board by notifying the chair of the board in writing.

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***ADOPTED BY THE BOARD ON: February, 2008***

***REVISED BY THE BOARD ON:***