

## Policy 103 CONCERNS OR COMPLAINT RESOLUTION

### I. PURPOSE

The Northfield School District takes seriously all concerns or complaints by students, employees, parents, district residents, and property or business owners. If a specific complaint procedure is provided within any other policy of the district, 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 will be used. This policy aligns with the district's commitment to partnerships, communication, and people.

### II. GENERAL STATEMENT OF POLICY

An effective organization relies on direct communication between stakeholders. The superintendent or their designee will establish [procedures](#) to accompany this policy that will guide stakeholders on how to bring their concerns or complaints to resolution. These procedures shall be consistent with the applicable provisions of Minnesota Statutes chapter 13 (Minnesota Government Data Practices Act), other district policy, or law.

Other policies that contain a complaint procedure include, but are not limited to:

Policy 102: Educational and Employment Opportunity

Policy 413: Harassment and Violence

Policy 414: Mandated Reporting of Child Neglect or Physical or Sexual Abuse

Policy 415: Mandated Reporting of Maltreatment of Vulnerable Adults

Policy 514: Bullying Prohibition

Policy 521: Student Disability Nondiscrimination

Policy 522: Title IX Sex Nondiscrimination Policy, Grievance Procedure and Process

Policy 526: Hazing Prohibition

Activities & Athletics Co-Curricular Handbook

#### Policy 103 Concerns or Complaint Resolution

Adopted: 02.08.2021; Non-Substantive Update: 04.19.2022; 01.13.2025

Board of Education

INDEPENDENT SCHOOL DISTRICT NO. 659

Northfield, Minnesota

**Legal References:** Minn. Stat. Ch. 13 (Minnesota Government Data Practices Act)

**Cross References:** MSBA/MASA Model Policy 206 (Public Participation in School Board Meetings/Complaints about Persons at School Board Meetings and Data Privacy Considerations)  
MSBA/MASA Model Policy 403 (Discipline, Suspension, and Dismissal of School District Employees)  
MSBA/MASA Model Policy 413 (Harassment and Violence)  
MSBA/MASA Model Policy 514 (Bullying Prohibition)  
MSBA School Law Bulletin "I" (School Records – Privacy – Access to Data)