

Procedures for Policy 103: CONCERNS OR COMPLAINT RESOLUTION

I. GENERAL STATEMENT

The purpose of this document is to identify the chain of responsibility to support the concern/complaint resolution process. The district provides a sample concern/complaint procedure template to help employees, students, parents, district residents, and property or business owners document steps in the process if necessary. This process should be documented using the appropriate [process summary document](#).

II. RESOLUTION PROCESS

- A. ***Discuss the issue directly with the person of concern.*** Most issues or problems can be solved by a conversation between those involved in it. Individuals should first discuss the issue directly with the person of concern. Parent concerns about student-to-student issues should begin with the teacher. If you believe the situation has escalated to a bullying issue, follow the procedures in [Policy 514](#).
- B. ***Discuss the issue with the supervisor/building principal.*** If the issue is not able to be solved between the individuals involved in the problem, contact your supervisor/building principal by phone, electronic mail, or by appointment. Share the specific concern/complaint and details about the attempt to solve the problem directly with the person of concern in Step A.

Step C for Employees	Step C for Students, Parents, District Residents, and Property or Business Owners
<p><i>If the issue is not resolved in Step B, it can be brought to the attention of the Director of Human Resources.</i></p> <p>As often as possible, the initial stage will include an attempt to bring the issue to the satisfactory resolution of both parties.</p> <p>If the issue includes an allegation of wrongdoing, the complaint will be reviewed, clarified, and investigated.</p> <p>In this case, the Director of Human Resources will take any action (or no action) deemed appropriate based on the results of the investigation. The complainant most likely will not be able to know the outcome of the investigation or any action taken due to the limitations of the Minnesota Government Data Practices Act.</p>	<p><i>If the issue is not resolved in Step B, it can be brought to the district administrator responsible for the area included in the concern or complaint.</i></p> <p>If the student, parent, district resident, and property or business owner is unsure of the appropriate district administrator, go to Step D. The superintendent's office may redirect the issue to the appropriate department.</p>

D. ***Bring the issue to the Superintendent.*** If the issue is not resolved satisfactorily in Step C, the concern or complaint can be brought to the Superintendent.

E. ***Bring the issue to the Chair of the Board of Education.*** If the issue is not resolved in Step D, the concern or complaint can be brought to the Chair of the Board of Education.

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NORTHFIELD SCHOOL DISTRICT NO. 659

Northfield, Minnesota