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
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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 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)