

The Ranches Academy Grievance Process

PARENT CONCERNS

Parents/guardians may occasionally have a concern in regard to a particular aspect of the school. Open and honest communication between parents and the school is welcomed and encouraged. In order for the staff of The Ranches Academy to best meet the needs of the student and the school, parents are asked to adhere to the following procedure when addressing concerns:

1. Begin by first addressing the concern with the teacher or individual with whom the concern is directly related, or the person most able to address the concern, and no one else.
2. If the teacher or individual is not able to resolve the concern to the parents' satisfaction, the concern should then be addressed with the Director.
3. If a parent/guardian does not feel their concern has been resolved after taking the above steps, they may bring their concern to the parent liaison member of the Board of Trustees via e-mail or telephone. The parent liaison will provide assistance with resolution and may bring the matter to the attention of the Board of Trustees, if necessary.
4. If the concern still persists beyond these steps, a Confidential Review of Concerns letter may be submitted to the Chair of the Board of Trustees. This letter is confidential, not anonymous. Parents may choose to either present their case directly to the Board of Trustees or have the case presented on their behalf by the Chair of the Board of Trustees. The Board of Trustees will respond as quickly as circumstances dictate, not to exceed 45 days. The Confidential Review of Concerns Instructions are stated below:

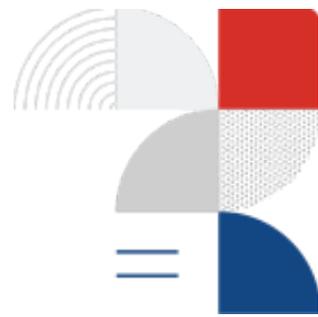
CONFIDENTIAL REVIEW OF CONCERNS

Parents/guardians and school staff may occasionally have a concern in regard to a particular aspect of the school. Open and honest communication between parents, staff and the school is welcomed and encouraged. In order for the board of trustees and staff of The Ranches Academy to best meet the needs of the students and the school, parents and staff who have concerns are asked to adhere to the following procedure when addressing concerns:

1. Begin by first addressing the concern with the teacher or individual with whom the concern is directly related.



The Ranches Academy
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2. If the teacher or individual is not able to sufficiently resolve the concern, the concern should then be addressed with the Director.
3. If the Director cannot resolve the issue satisfactorily, parents/staff may complete a Confidential Review of Concerns Letter. This letter may be emailed to the board chair or mailed to the school in a sealed envelope, addressed to the board chair. The board chair will then review and may present the information to the board of trustees, based upon the nature of the concern. The board of trustees shall follow Utah Open Meetings Law when discussing any information that falls under the closed/executive session parameters. Parents/staff may choose to present their case directly to the board, either in person or through the board chair.

The Board of Trustees will respond quickly as circumstances dictate, not to exceed 45 days. Please submit the following information either electronically or in a sealed envelope:

1. Your name.
2. Please describe the nature of your concern.
3. Please describe your efforts to address/resolve the concern with the individual(s) directly involved.
4. Please describe your efforts to resolve the concern with the Administrative Director.
5. Please describe why the Board of Trustees should consider your concern (why you feel steps #1 and #2 have not brought resolution).