



ENTHEOS ACADEMY

EXCELLENCE • SERVICE • LEADERSHIP

3114 HOTLINE COMPLAINTS: PROCESS FOR REPORTING VIOLATIONS OF STATUTE AND BOARD RULE

Purpose

The purpose of this policy is to ensure the Local Education Agency (LEA) complies with Utah Administrative Rule R277-123-7(5) and (6) by establishing clear board expectations for responding to, documenting, resolving, and reporting hotline complaints.

Policy

The LEA shall respond to and resolve all hotline complaints in a timely, documented, and lawful manner, consistent with Rule R277-123-7(5) and (6). The LEA shall also ensure that matters not appropriate for the hotline process are directed to and resolved through the LEA's adopted Grievance Policy.

I. Scope and Distinction Between Processes

A. Hotline Complaints

1. Hotline complaints are limited to concerns alleging violations of state statute or Utah State Board of Education rule — including, but not limited to, misuse of public funds, prohibited discriminatory practices, failure to comply with mandatory state or Board requirements, or other serious legal or ethical violations — that are submitted through the public education hotline, a local education hotline, or referred to the LEA by the Utah State Board of Education Internal Audit Department (IAD).

B. Grievances

1. Concerns that do not allege violations of statute or Board rule — including disputes related to local policy implementation, instructional decisions, personnel matters, student discipline, or school-level concerns — shall be addressed through the LEA's Grievance Policy, not through the hotline process.
2. The hotline process shall not be used to bypass or replace established grievance procedures.

II. Response to Hotline Complaints (R277-123-7(5))

3114 Hotline Complaints: Process for Reporting Violations of Statute and Board Rule

- A. When the LEA receives a hotline complaint, either directly or through referral from the IAD, the LEA shall:
 - 1. Make good-faith efforts to contact the complainant when contact information is available, including a minimum of two documented contact attempts;
 - 2. Document each contact attempt, including the LEA personnel involved, method of contact, date, and outcome; and
 - 3. Investigate the complaint in a manner consistent with due process, applicable law, and LEA policy.
- III. Resolution and Reporting (R277-123-7(6))
 - A. The LEA shall resolve hotline complaints and report to the IAD in accordance with required timelines, including:
 - 1. Submission of a written summary of investigation status or resolution within 45 calendar days of an IAD referral;
 - 2. Submission of a written summary within 14 calendar days for complaints involving prohibited discriminatory practices, training, or submissions, unless otherwise directed by the IAD; and
 - 3. Provision of written status updates at least every 30 calendar days if a complaint is not resolved within the initial reporting period, until final resolution.
 - 4. The LEA shall maintain documentation of investigations, resolutions, and reports and shall provide such documentation to the IAD upon request.
- IV. Interface With the LEA Grievance Policy
 - A. If, upon review, the LEA determines that a concern submitted through the hotline process is more appropriately addressed as a grievance, the LEA shall:
 - 1. Inform the complainant, when contact information is available; and
 - 2. Direct the complainant to the LEA's Grievance Policy and procedures.
 - B. Resolution of grievances shall occur exclusively through the Grievance Policy and shall not be reported as hotline resolutions unless required by law or rule.
- V. Confidentiality and Non-Retaliation
 - A. The LEA shall protect confidentiality and prohibit retaliation in connection with hotline complaints and grievances, consistent with state and federal law.
- VI. Delegation of Authority
 - A. The Governing Board delegates to the Executive Director the authority to implement administrative procedures necessary to carry out this policy and ensure compliance with Rule R277-123-7(5) and (6).
- VII. Review
 - A. This policy shall be reviewed periodically and updated as required by changes in law or administrative rule.