



# Grievance & Reporting Policy

Policy Number: 1207

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## I. Purpose

The purpose of this policy is to establish fair processes for addressing complaints, promoting ethical conduct, ensuring legal compliance, and building trust for parents, students, and staff. Summit Academy stakeholders may also choose to share concerns and/or complaints through hotline system available through an online survey on Summit Academy's LEA website or to USBE's Hotline Complaint Form available on the USBE website.

**Summit Academy does not tolerate retaliation against anyone who reports a concern in good faith.**

## II. Definitions

- A. Public Education Hotline (USBE): the process maintained by the Utah State Board of Education where an individual may report a hotline complaint.
- B. Local Education Hotline (LEA): the process maintained by Summit Academy where an individual may report a hotline complaint to the LEA.

## III. Board Policy

Summit Academy is committed to providing a positive, proactive approach to problem-solving and that parents and staff can resolve their concerns through open, respectful communication as outlined below:

### A. Parents or Guardian

A parent who has an honest complaint regarding a staff member should, in good faith, address his/her concern with the involved employee(s) and work in a timely, reasonable and cooperative effort to resolve the concern. If the parent is unsuccessful in resolving their complaints with the involved employee(s), they may address their concerns directly with the Principal or designated staff member and work in a timely, reasonable, and cooperative effort to resolve the concern.

### B. Student

A student who has an honest complaint regarding students or staff should, in good faith, address his/her concern with those involved in the situation and inform a parent and/or staff member to support resolution of the concern.

### C. Public Education Employee

An employee who has an honest complaint regarding another employee must first address his/her concern in good faith with the other employee and work in a timely, reasonable, and cooperative effort to resolve the concern. If the employee is unable to resolve complaints through these efforts, he/she may address concerns with the Principal in a similar manner. An employee who has an honest complaint involving the Principal must address his/her concern in good faith with the Principal and work in a timely, reasonable, and cooperative effort to resolve the concern.

### D. Executive Director

If the parent and/or employee is unable to resolve complaints through efforts covered in subsection A or B, he/she may address concerns with the Executive Director in a similar manner

#### **E. Board Appeal**

In the event that a parent and/or employee complaint has not been resolved by good faith efforts at the administrative level, the complaint may be directed to the Governing Board in a detailed, written appeal specifying:

1. the individual(s) involved details of the events that led to the complaint,
2. dates and approximate times,
3. details of good faith efforts to resolve the problem, including dates and approximate times, and,
4. the requested solution.

The governing board will carefully and objectively consider the appeal. The board may, at its discretion, gather additional information from the complainant, other employees, administration, and/or from professional consultants. The board will take any action it deems appropriate and reserves the right to deny appeal consideration if the complainant has not initiated problem-solving efforts with the individual(s) involved in the complaint.

It should be noted that this policy is in no way intended to discourage or limit any individual's legal responsibility to report unlawful activities as mandated by state and federal law. Additionally, this policy does not alter in any way the school's status as an at-will employer and does not preclude the school from discontinuing employment even if the employee has submitted an appeal.

### **IV. Hotline Complaint Procedures**

#### **A. Local Internal Audit Procedures**

Summit Academy will mirror the process of the USBE Internal Audit Procedures in order to ensure a prompt response to complaints shared through the hotline process.

1. Logging of Concerns; When internal audit receives a concern, the concern is logged and assigned a reference number (e.g. H-#####). All concerns are logged and assigned numbers regardless of the method in which the concern was shared.
2. Report on Concern Classifications: Concerns then are categorized by one of three permissions:
  - Public: the individual submitting the concern did not request to be confidential or anonymous
  - Confidential: the individual submitting the concern did not want their name or contact information shared except to the extent required by law
  - Anonymous: the individual submitting the concern did not provide their name or contact information
3. Screening: Identification of authorities to address concern
4. Referrals: The Internal Audit Committee will send information to relevant stakeholders with a brief overview of next steps.

#### **B. Summit Academy Accountability**

The Executive Director ensures accountability for all reporting procedures to the Board of Trustees and USBE.

1. Prompt Contact: LEA personnel will communicate with the person having a concern within 24 hours if contact information is available.
  - Records on Contact via LEA Response Template: The LEA will maintain records for the personnel attempting contact, type/method of contact (e.g. email, phone call), and resolution of concern or action steps to be taken.
  - LEA Personnel will document at least two "good faith efforts" to contact the person having a concern.
2. Investigation: LEA personnel will investigate complaint consistent with due process, LEA policy, and the law.

- Student and Employee privacy policies will guide how information will be disclosed.
3. LEA Reporting to USBE: Summit Academy will report to USBE using the LEA Response Template (attached) according to required timelines.
- General complaint: summary within 45 days, follow-up every 30 days thereafter until resolved.
  - PDSTP\* complaint – summary within 14 days, follow-up every 30 days thereafter until resolved. \**Prohibited discriminatory submissions, training, and practices*

#### **V. References**

53B-1-116-118

Utah Rule R227-123-5-7

Summit Academy Complaint Form

USBE Hotline Complaint Form

#### **VI. Attachments**

LEA Response Template

#### **VII. Revision History**

Version 1: October 2018 Effective

Version 2: November 17, 2020: Updated format and changed ‘must’ to ‘may’ in section 1.B.

Version 3: February 9, 2026: Updated format. Add purpose, definitions and student. Add Hotline to policy.