SCHOOL COMPLAINT PROCEDURE

**Purpose:** The purpose of this procedure is to give information concerning School Complaints and to comply with the requirements Utah Administrative Code R277-483-9 and Utah Code 53A-11-803.

Weber State University Charter Academy places high value on courtesy, respect and responsibility. The WSU Charter Academy recognizes that occasionally stakeholders of the school will encounter difficult situations. This policy sets forth the steps that parents, staff members, and other stakeholders should follow in addressing complaints involving the school.

**Procedure:**

1. The individual should discuss the complaint with the person that has direct responsibility for the problem.
   
   (a) Within one (1) week, take the complaint directly to the staff member involved (for violations of law or issues with school-wide policies, the Director would be the appropriate staff member) to resolve the problem through discussion.
   
   (b) Weber State University Charter Academy is committed to using communication to work out problems; therefore, the two parties involved may request mediation from the staff member's immediate supervisor if direct communication fails or would be inappropriate.
   
   (c) If the aggrieved person is not satisfied, the person should move to step 2 within one (1) week.

2. Discuss the complaint with the staff member's immediate supervisor.

   (a) If the two parties involved cannot reach a solution, then the issue should be taken to the staff member's immediate supervisor for discussion and possible mediation.

   (b) If the original complaint was with the Director and discussion (as mentioned in step 1) has not worked, move directly to step 3.

   (c) This process should be followed through the chain of command until the complaint has been discussed with the Director.

   (d) If the complaint has not been satisfactorily addressed after talking with the Director, move to step 3. This should occur no later than one (1) month from the original complaint.

3. Submit the complaint in writing to the Director.

   (a) The Director may speak to all parties involved and will try to resolve the issue through discussions with those people. Otherwise, within two (2) weeks, the Director will give a written decision concerning the complaint, giving the reasons for the decision.
(b) If the Director's written decision is unsatisfactory, move to step 4 within one (1) week of when the decision was received.

(4) Submit the complaint in writing to the President of the Board of Directors.

(a) Upon receiving the written complaint, the Board President will request copies of all written communications from Step 3.

(b) The Board President will convene a complaint review committee consisting of Board members (with no fewer than 3 board members) that will meet within ten (10) working days to discuss the issues. Those involved in the complaint will have a right to attend the meeting.

(c) The complaint review committee will decide on the matter by majority vote and will respond in writing to the person issuing the complaint and the Director no later than thirty (30) days from the receipt of the complaint.

(d) If the complaint review committee is unable to reach a decision and/or the complaint is of such a nature that it is not appropriate for the Board of Directors to address or addressing the issue might interfere with the normal functions of the school, then the committee may refuse to address the complaint or may bring this matter to the full board for consideration if appropriate. The Board will review the complaint at the next scheduled Board meeting after receipt of the request. The Board's decision shall be final and shall be made within ten (10) working days of the hearing.

 Exceptions to Procedural Steps

Weber State University Charter Academy recognizes that there may be circumstances where it would be inappropriate to resolve a problem as prescribed above. Therefore, the following exceptions are instances where some of the steps above may be bypassed to seek a resolution by the next higher authority: (1) The complaint or problem involves a known or suspected violation of the law; (2) The complaint or problem is clearly not within the authority of the staff member's supervisor to resolve; or (3) The complaint falls under the scope of IDEA, Utah Code Ann. §§ 53A-15-301 through 53A-15-305, or other rules or regulations protecting disabled individuals.