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# **Parent Grievance Policy**

#### I. Purpose

The purpose of this Policy is to provide a means by which parent(s) (for purposes of this policy includes custodial and non-custodial parents and legal guardians) may present for administrative resolution, unresolved questions, dissatisfactions, or disputes regarding interpretation or application of Valley Academy Policies and procedures regarding their students that attend VAC.

#### II. Policy

It is VAC's policy to provide a prompt, preferably informal administrative resolution at the lowest possible level to ensure an orderly means of resolving parent complaints.

#### III. Procedure

### a. Level 1 (Informal procedure)

If the matter involves or can be resolved by the teacher, the parent is encouraged to first discuss the concern with the teacher or another school employee with the objective of resolving the matter.

### b. Level 2

If the parent feels that the matter was unresolved after meeting with the teacher/employee, or if the complaint is not directed at a school employee or individual, the parent shall discuss the complaint with the Executive Director (or designee), with the objective of resolving the matter.

### c. Level 3 (Formal procedure)

- i. If, following the discussion with the Executive Director (or designee), the matter is not resolved, the parent shall provide a written notice to the Board Chair for a confidential review of concerns. The request must be sent to the Board Chair within ten days of the date of the final discussion with the Executive Director and shall include at least the following information:
  - **1.** Complainant's/parent's name.
  - 2. Nature of parent's concern.
  - **3.** The parent's desired outcome or resolution.
  - **4.** Parent's efforts to address/resolve the concern with the individual(s) directly involved.

- 5. Parent's efforts to resolve the concern with the Executive Director, including the parent's explanation of why the complaint was not resolved at a lower level.
- ii. The Board Chair shall review and submit the information to the Board of Directors. The Board of Directors shall review the concern consistent with provisions of Utah Code §52-4 and other applicable laws and may request additional information from any party.
- iii. The Board of Directors will respond as quickly as circumstances dictate, not to exceed 30 days.
- **iv.** The Board's written resolution, including conclusions and written findings, is the final administrative decision.

## IV. Miscellaneous Provisions

- **a.** The VAC administrative review process of a parent complaint concludes with the written conclusions and resolution by the Board of Directors.
- **b.** The VAC parent complaint review will consider all applicable Utah laws, including Utah Code §53G-6-8 and federal laws and regulations.
- c. Confidentiality will be observed in accordance with the provisions set forth in the Utah Government Records Management Act (GRAMA, Utah Code §63G-2), and/or the Family Educational Rights and Privacy Act and other applicable laws.
- **d.** Nothing contained herein shall be construed so as to limit in any way the ability of VAC and parents or others to resolve any grievance, mutually and informally.
- **e.** VAC strongly encourages parents to attempt to resolve parent grievances consistent with this policy before seeking other legal remedies.