



539 North 870 West | Hurricane Utah 84737 | 435.635.7815 | Fax: 435.705.7576 | www.valleyacademycharter.com

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.

