

University Preparatory School for Young Men  
Administration-8  
Board of Trustees Policy Manual  
Policy Title: **Complaint Policy**  
Adopted: August 1, 2014  
Last Revised: January 13, 2022

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### **Purpose of Policy**

The policy details procedures for addressing and resolving complaints regarding the policies, procedures, programs, or staff of the University Preparatory School for Young Men.

### **Target Population**

The target populations for this policy are Board of Trustee members, school leadership, school employees, students, parents, community members, and all other stakeholders.

### **Policy Description**

The UPREP Board of Trustees recognizes that situations may arise in the operation of the school which are of concerns to parents or the public.

At any time, a complainant may express a concern to the Board of Trustees by contacting the Board of Trustee President or Secretary through mail or electronic correspondence. Complainants may also register with the Board of Trustees Secretary to present a concern at a Board of Trustees meeting.

In some instances, concerns are best dealt with through communication with the school Chief Executive Officer and appropriate administrative staff members, such as the school principal and academic director.

The following guidelines are suggested as the proper procedure to be followed by persons with questions or complaints that are not formally presented to The Board of Trustees:

1. Matters concerning individual students should first be addressed by the teacher.
2. Unsettled matters from (1) above should be directed to the Principal.
3. Unsettled matters from (2) above should be addressed by the Grade-Level Managers.
4. Unsettled matters from (3) above or problems or problems concerning UPREP should be directed to the Chief Executive Officer of UPREP
5. Unsettled matters from (4) above or problems concerning the system should be directed to the UPREP Board of Trustees President.

The UPREP Board of Trustees shall hear complaints when they cannot be resolved by the Chief Executive Officer or school administrators. Matters referred to the UPREP Board of Trustees must be in writing and should be specific in terms of complaint and the action desired. The UPREP Board of Trustees will not consider or act on complaints that have not been explored at the appropriate administrative level. No complainant shall be required to complain to the individual about whom the concern is being raised. Any such complaints should be referred to the next highest level.

Whenever a complaint of any substance is made concerning any employee, the individual shall be advised of the nature of the complaint and shall be given opportunity for explanation, comment and presentation of the facts as he or she sees them. Confidentiality shall be maintained to the extent possible to ensure a fair and complete investigation of a complaint.

The Chief Executive Officer may request an executive session of the UPREP Board of Trustees for the purposes of fuller study and decision by the Board. All parties involved, including the school administration, may be asked to attend such a meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

**Policy Review**

The Board of Trustees shall annually review the Policy in conjunction with school leadership. The annual review of policies will take place at the annual meeting of the Board of Trustees.

Recommended changes to the Policy will be presented to and approved by the Board of Trustees.