



## **Grievance Policy for Parents**

### **Policy Preamble:**

The Board of Trustees encourages active parent participation in their child's education, and hopes that parents will feel empowered to voice their opinions, volunteer in and out of the classroom for Canyon Rim Academy, and work with the school as a team to provide the best education for their child. Unfortunately, grievances may arise from time to time in the course of operating a school. Canyon Rim Academy encourages parents to resolve parent complaints on an informal basis at the level closest to the problem. The purpose of this policy is to clarify for parents a process by which concerns can be addressed, with appeals up to and including the Board of Trustees whose decision shall be final.

All written complaints made in connection with this policy shall specify any individuals involved, detail any facts or circumstances leading to the complaint (including dates, places, and approximate times), and set forth all efforts that were made to attempt to rectify the situation.

### **Grievance Involving Unfair Treatment, Discrimination, or Violation of Law:**

If you feel that you or your child has been treated unfairly, discriminated against, or treated in a manner that is in violation of state or federal law, the following steps shall be followed in raising and resolving the grievance:

1. You shall first raise the issue with the individual or individuals employed by the school who are directly involved.
2. If you are unable to resolve the concern with the individual or individuals involved, you shall submit a written complaint to the Principal. The Principal shall then consider the facts and conduct an investigation, and may review the matter with a member of the Board of Trustees. After completing an investigation, the Principal will notify you of a decision.
3. If you are not satisfied with the Principal's decision and wish to pursue the matter further, then you shall submit a written complaint to the Board of Trustees. The Board shall then investigate and seek to resolve the grievance. The Board may undertake any means it believes to be appropriate in resolving the grievance, including for example, mediation,

discussions with all individuals concerned, and discussions with the Principal. After completing its investigation, the Board will notify you of its decision, which will be final.

**Grievance Involving Concern with Administration, Faculty, and Staff:**

If you have any other concerns regarding an administrator, teacher, or staff member of Canyon Rim Academy, the following steps shall be followed in raising and resolving the grievance:

1. Items involving teachers, staff members or the Principal shall first be addressed with the individual or individuals directly involved;
2. If the issue is not resolved at this level, you may address your concern with the Principal; and
3. If the issue remains unresolved, or the specific issue concerns the Principal, a written complaint may be filed with the Board of Trustees.

**Grievance Involving Policies, Procedures, or Practices:**

If you have a concern with a policy, procedure, or practice at the school, the following avenues of expression are available to you:

1. If the concern is directly related to administrative practices or procedures, you may address your concern directly with the Principal; and
2. If your concern deals with school policy, you may address the Board of Trustees during the “public comment” portion of any board meeting. It is required that you provide a brief written summary of your concern to the school business administrator at least three working days prior to the scheduled meeting date to ensure that sufficient time is allotted to raise your concern.

If you have any question regarding whether the concern is properly directed to the Board of Trustees or the Principal, feel free to seek further direction by submitting an email to the Board of Trustees or the Principal.

**Grievance Involving Special Education:**

Any parent who has a grievance related to special education services shall make a good faith effort to resolve the dispute informally at the school level. You shall first raise the issue with the individual or individuals employed by the school who are directly involved. If you are unable to resolve the concern with the individual or individuals involved, you shall submit a written complaint to the Principal. The Principal shall then consider the facts and conduct an

investigation, and may review the matter with a member of the Board of Trustees. After completing an investigation, the Principal will notify you of a decision.

If you are not satisfied with the Principal's decision and wish to pursue the matter further, then you shall submit a written complaint to the Board of Trustees that comports to the Special Education Rules of the Utah State Board of Education. The parties shall then follow the Special Education Rules in attempting to resolve the complaint.