



Canyon Rim Academy
Public Education Complaint Reporting and Investigation Policy
(Utah Administrative Rule R277-123 Compliance)

1. Purpose. Canyon Rim Academy (“the School”) is committed to compliance with all applicable federal and state laws and regulations governing public education. This policy establishes procedures for receiving, investigating, and responding to complaints alleging violations of statute, rule, or policy in accordance with Utah Administrative Rule R277-123, *Process for Members of the Public to Report Violations of Statute and Board Rule*.

2. Scope. This policy applies to complaints alleging violations of:

- Federal law related to public education
- Utah statutes governing public education
- Rules of the Utah State Board of Education
- Local governing board policies
- Prohibited discriminatory practices, trainings, or activities prohibited by law
- Other legal or regulatory violations affecting school operations

This policy applies to complaints made by:

- Parents or guardians
- Students
- Employees
- Community members
- Any member of the public

3. Public Education Hotline. Members of the public may report alleged violations through the Utah Public Education Hotline operated by the Utah State Board of Education. The School shall maintain a readily accessible link to the Public Education Hotline on its website. Complaints submitted through the state hotline may be referred to Canyon Rim Academy for investigation and response.

4. Local Reporting Options. Complaints may also be submitted directly to the School through one of the following methods:

- Written complaint submitted to the School Director
- Email to the School administration
- Written complaint delivered to the School office

Complaints should include, when possible:

- Description of the alleged violation
- Relevant dates
- Individuals involved
- Supporting documentation if available

Anonymous complaints may be reviewed to the extent practicable.

5. Initial Review. Upon receiving a complaint, the School Director or designee shall:

- Acknowledge receipt of the complaint when appropriate
- Determine whether the complaint falls within the scope of this policy
- Determine whether the complaint must be referred to another reporting authority (e.g., law enforcement or child protection services)

If the complaint is received through the Public Education Hotline, the School shall respond according to the timelines and procedures established by R277-123. If there is a conflict of interests with the participation of the School Director in the proceedings, the Board of Trustees shall appoint a designee to participate on behalf of the School.

6. Investigation. The School Director or designee shall conduct a prompt and impartial investigation that may include:

- Interviews with relevant individuals
- Review of documentation or evidence
- Consultation with legal counsel when appropriate

Investigations will be conducted in a manner that:

- Protects confidentiality to the extent permitted by law
- Ensures fairness and due process for all individuals involved
- Complies with applicable state and federal laws

7. Findings and Response. Upon completion of the investigation, the School Director or designee shall:

- Determine whether a violation occurred
- Document the findings of the investigation
- Implement corrective action if necessary
- Respond to the reporting party and/or the state Public Education Hotline when required

Corrective actions may include policy changes, training, disciplinary action, or other measures necessary to ensure compliance.

8. Board Notification. The School Director shall inform the Board of Trustees of complaints investigated under this policy when:

- The complaint involves significant legal or policy concerns
- The complaint involves senior administration

- The complaint requires Board action
- The matter is referred by the Utah State Board of Education

The Board may review investigation outcomes or corrective actions when appropriate.

9. Protection from Retaliation. Canyon Rim Academy prohibits retaliation against any individual who:

- Reports a complaint in good faith
- Participates in an investigation
- Provides information related to an alleged violation

Retaliation may result in disciplinary action.

10. Recordkeeping. The School shall reasonably maintain records of complaints, investigations, and responses in accordance with applicable records retention laws and policies. Documentation may include:

- The original complaint
- Investigation materials
- Findings and conclusions
- Corrective actions taken

11. Relationship to Other Policies. This policy does not replace other complaint procedures required by law or board policy, including but not limited to:

- Parent grievance procedures
- Employee grievance procedures
- Title IX complaint procedures
- Student discipline procedures

Where multiple policies may apply, the School administration will determine the appropriate process.

12. Policy Review. This policy may be reviewed periodically by the Board of Trustees to ensure ongoing compliance with state law and regulations.