

# G-18: Administrative Procedures

## Complaint Resolution Process



---

### REFERENCES

[Board Policy G-18](#)

[Form: G-18: Complaint Resolution Request Form](#)

---

### PROCEDURES FOR IMPLEMENTATION

These procedures are intended to be used when a concern, complaint, or disagreement arises that is not addressed through a different board policy.

#### I. Informal Steps to Resolve Concerns

- A. The district highly encourages individuals to try to resolve their concerns at the lowest level. To that end, the district suggests that the individual making a complaint (such individual will hereafter be referred to as the "Complainant") discuss the relevant issues with the person about whom s/he is complaining (such individual will hereafter be referred to as the "Respondent").
- B. If the Complainant feels s/he cannot approach the person with whom s/he has a concern, s/he can fill out the G-18: Complaint Resolution Request Form and submit it to Respondent's supervisor.

#### II. Supervisory Review

- A. Upon receiving a Complaint Resolution Request form, the Respondent's supervisor will:
  1. meet with the Complainant to discuss the concerns and requested resolution;
  2. communicate with the Respondent in regard to Complainant's concerns;
  3. gather and review any relevant information/documentation; and
  4. make a decision to grant or deny the requested remedy and/or suggest an alternative remedy or approach to the problem.
- B. The supervisor shall provide a written decision to both parties, which must include a brief explanation of the reason for the decision.
  1. Unless extenuating circumstances exist, this decision must be issued within fifteen (15) business days from the date the Complaint Resolution Request form was received by the supervisor.
    - a. If extenuating circumstances exist, the supervisor must notify both parties of the delay and indicate when s/he expects to issue a decision.

#### III. Appeal

- A. If the decision of the supervisor is not satisfactory to either party, the dissatisfied party has a limited basis on which to appeal the decision to the executive director of school leadership and performance (EDSLP).
  1. This appeal must be made in writing within five calendar days of receipt of the supervisor's written decision.
  2. The appeal must be based on one of the following:
    - a. evidence of bias or ill will on the part of the supervisor;
    - b. there is compelling new evidence that was not considered by the supervisor, which would have impacted the decision; and/or
    - c. evidence that the supervisor failed to meet with the parties or conduct an appropriate investigation.
- B. The EDSLPL will review the appeal request to ensure that the request satisfies the requirements listed in section III.A. above.
  1. If the appeal request fails to meet the requirements described above, the EDSLPL will dismiss the appeal.
  2. If the appeal on its face states a valid basis for appeal, the EDSLPL will consult with the executive director of policy and legal services to determine which executive director, inclusive of the EDSLPL, should oversee the appeal (such individual will hereafter be referred to as the "Appeal Officer."
- C. The EDSLPL will provide the individual appealing with the contact information of the designated Appeal Officer.
- D. The Appeal Officer will review all relevant documentation and determine whether any further investigation is warranted prior to rendering his/her decision.
  1. The Appeal Officer has sole discretion to determine if any further investigation is warranted.
  2. If no further investigatory steps are necessary, the Appeal Officer will issue a written decision within ten (10) business days of receiving the appeal.

3. If further investigatory steps are necessary, the Appeal Officer will complete such steps and render a written decision within twenty (20) business days.
- E. The decision must be sent to the individual appealing as well as to the supervisor; the supervisor will be responsible for ensuring that, if applicable, any recommendations or remedies are implemented immediately.
  - F. The decision of the Appeal Officer will be final.

No district employee or student shall be subjected to discrimination in employment or any district program or activity on the basis of age, color, disability, gender, gender identity, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, or veteran status. The district is committed to providing equal access and equal opportunity in its programs, services and employment including its policies, complaint processes, program accessibility, district facility use, accommodations and other Equal Employment Opportunity matters. The district also provides equal access to district facilities for all youth groups listed in Title 36 of the United State Codes, including scouting groups. The following person has been designated to handle inquiries and complaints regarding unlawful discrimination, harassment, and retaliation: Tina Hatch, Compliance and Investigations/Title IX Coordinator, 440 East 100 South, Salt Lake City, Utah 84111, (801) 578-8388. You may also contact the Office for Civil Rights, Denver, CO, (303) 844-5695.