

## **Parent Grievance Policy**

Adopted: August 15, 2022

Revised:

### **Purpose**

The purpose of this policy is to ensure that parents understand how to pursue the resolution of grievances, concerns, or disputes involving the Career Academy of Utah (the "School"). The School's Board of Directors (the "Board") values open communication between parents, faculty, staff, administration, and the Board. The Board encourages active parent participation in their children's education and hopes that parents will feel empowered to voice their opinions, volunteer at the School, providing the best education for their children. The Board also believes that individuals can generally resolve their disputes through open, respectful communication. If a situation arises that cannot be resolved between the parties involved; then this policy shall be used.

### **Policy**

#### Concerns Involving School Personnel

A parent who has a complaint against a faculty or staff member (including members of the administration) shall first address the issue with the other individual involved and work reasonably and in good faith to resolve the issue.

A parent that is not able to personally resolve a complaint against a faculty or staff member (other than a Principal or the Executive Director) may then raise the issue with the School's Principal. The parent shall first send to the Principal a written complaint specifying the individual(s) involved, details of the incident(s) giving rise to the complaint, including dates and approximate times, and details of an attempt to rectify the situation the requested solution. After sending the written complaint to the Principal, the parent and the Principal shall schedule a time to discuss the issue in person or via telephone. In the event that the parent and the Principal are unable to resolve the complaint and the parent wishes to bring the issue to the Executive Director's attention, the parent shall send the written complaint to the Executive Director along with details regarding the parent's attempt to resolve the complaint with the Principal. After sending this information to the Executive Director, the parent and the Executive Director shall schedule a time to discuss the issue in person or via telephone.

If a parent's complaint is against a Principal, the parent shall first address the issue with the Principal and work reasonably and in good faith to resolve the issue. The parent is not required to send the Principal a written complaint in this situation. However, in the

event the parent and the Principal are unable to resolve the parent's complaint and the parent wishes to bring the issue to the Executive Director's attention, the complaint shall be directed to the Executive Director in writing. Complaints shall specify the individual(s) involved, details of the incident(s) giving rise to the complaint, including dates and approximate times, details of attempts to resolve the problem (including with the Principal), and the requested solution. After sending this information to the Executive Director, the parent and the Executive Director shall schedule a time to discuss the issue in person or via telephone.

If a parent's complaint is against the Executive Director, the parent shall first address the issue with the Executive Director and work reasonably and in good faith to resolve the issue. The parent is not required to send the Executive Director a written complaint in this situation.

In the event a parent and the Executive Director are unable to resolve the parent's complaint, and the parent wishes to bring the issue to the Board's attention, the complaint shall be directed to the Board in writing. Complaints shall specify the individual(s) involved, details of the incident(s) giving rise to the complaint, including dates and approximate times, details of attempts to resolve the problem, and the requested solution. The Board shall then consider the complaint and take whatever action it deems appropriate.

In accordance with the preceding, a parent shall not direct a complaint against a faculty or staff member to the Board unless and until the parent has worked in good faith to resolve the issue with the other individual, with the Principal, and with the Executive Director, as applicable.

### **Concerns Involving Board Policy**

If a parent has a concern regarding Board policy, the parent may communicate with any or all members of the Board in person, via telephone, or through mail or email. A parent may also address the Board during the "public comment" portion of a Board meeting, if available. Parents may also request to be added to the Board meeting agenda by contacting the Board President at least three (3) working days prior to the scheduled meeting date. However, the Board President has discretion over the Board meeting agenda items and may elect not to place the item on the agenda.

Concerns that involve administrative practices or procedures shall be addressed with the Principal or Executive Director rather than the Board.

### **Concerns Involving Instructional Materials**

There may be times a parent finds certain lessons, books, or other materials taught at the School objectionable for various reasons. If a parent objects to any such materials,

they shall contact their student's teacher via email. Teachers shall work with such parents to find, where possible, alternative materials to meet the educational objectives. The assessment for the lesson related to the objection must still be completed by the student to show that the educational objectives have been met unless the parent has exempted the student from the assessment. Parents may also contact K12 directly using the feedback option of the OLS regarding their concerns involving the School's instructional materials.