

# 511: Parental Grievance Policy

## 1. Purpose:

The purpose of this grievance procedure is to provide a means by which parents may present for administrative resolution, unresolved questions, dissatisfactions, or disputes regarding interpretation or application of St. George Academy Policies and procedures.

## 2. Policy:

2.1. It is the Policy of St. George Academy to provide a prompt, informal administrative resolution at the lowest possible level to ensure an orderly means of resolving complaints.

2.2. The following actions are not considered a grievance under this policy:

2.2.1 Employee grievances must follow the procedures outlined in policy 312: Employee Grievance Policy.

2.2.2 Complaints regarding alleged sexual harassment violations must be grieved following the procedures outlined in SGA's Title IX policy.

2.2.3 Alleged discrimination or other civil rights violations must be grieved following the procedures outlined in SGA's Title IX policy.

## 3. Procedure:

3.1. A grievance must be filed within fourteen (14) calendar days of the date the parent knew or should have known of the circumstances which occasioned the grievance.

### 3.2. Informal Procedure:

3.2.1. If the complaint involves a faculty member, the parent is encouraged to first discuss the concern with the faculty member with the objective of resolving the matter. Proceedings shall be informal.

3.2.2. If the parent is uncomfortable in discussing the complaint with the teacher, if the matter was unresolved after meeting with the teacher, or if the complaint doesn't concern a teacher, the parent shall discuss the complaint with SGA Administration, with the objective of resolving the matter. Proceedings shall be informal and, to the extent possible, confidential.

3.2.3. If, following the discussion with Administration, the matter is not resolved, the parent must put in writing the unresolved grievance and appeal directly to the Executive Director within ten business days of the date of the informal discussion. The Director shall make a response in writing within ten business days and then hold a conference with parent to attempt to resolve the matter as soon as reasonably possible.

### 3.3. Formal Procedure:

*\*Policy Adapted from Washington County*

*Board Approved 12-15-2016*

*Updated June 2022, Board Approved 8-15-2022*

3.3.1 If the grievance is not resolved during the informal procedure, the below-listed formal procedure shall be followed.

3.3.2 An appeal to the St. George Academy Board of Directors shall be made in writing, within five business days after disposition under informal procedures.

3.3.3 A hearing by the the Board of Directors shall be held as soon as reasonably possible, but no more than 30 days, after receiving the written appeal.

3.3.4 The Board of Directors shall make a written decision on the grievance within thirty business days after the hearing.

### 3.4. Miscellaneous Provisions:

3.4.1. The school review process concludes with the written decision of formal findings, conclusions, and/or remedies obtained during the Formal Procedure, outlined in paragraph 3.3.

3.4.2. Confidentiality will be observed in accordance with the provisions set forth in the [Utah Government Records Management Act UCA 63-2-101](#) et seq. and/or the [Family Educational Privacy and Rights, CFR Title 34 Part 99](#).

3.4.3. Nothing contained herein shall be construed so as to limit in any way the ability of the school and parents or others to resolve any grievance, mutually and informally.

3.4.4. All grievance issues must attempt to be resolved pursuant to the administrative remedy stated in this policy before remedies at law are pursued by parents or patrons. No action may be brought in any court by a parent to enforce or contest any provision of any Board policy or administrative action unless the person contesting the act or omission has exhausted the administrative remedy provided in this Procedure.