



Public Education Hotline
Policy Series: 7000 Community

Policy No. 7010

Purpose

The Board of Education is committed to promoting integrity, accountability, transparency, and ethical conduct in district operations. The board establishes a confidential reporting process through a State Board of Education Hotline to provide employees, contractors, and members of the public with a means of reporting suspected improper governmental activities. This policy establishes the process for receiving, reviewing, investigating, and resolving hotline complaints while protecting individuals who report concerns in good faith.

Definitions:

Improper governmental activity means conduct involving waste or misuse of public funds, property, or manpower; violations of applicable laws, rules, or regulations; gross mismanagement; abuse of authority; or unethical conduct.

Establishment of the Public Education Hotline

The State Board of Education has established a hotline to provide an avenue for citizens, including district employees and contractors, to report alleged violations of law or State Board of Education regulations, including by members of the board of education.

The board shall maintain a link to the Public Education Reporting Hotline to receive reports of suspected improper governmental activities. This link can be found at the bottom of the home page of the Provo City School District's website and each school's website and is also linked here: [Public Education Report a Concern Hotline](#).

Improper governmental activities include, but are not limited to:

- Waste or misuse of public funds, property, or manpower;
- Violations of applicable federal, state, or local laws, rules, or regulations;
- Gross mismanagement;

- Abuse of authority; and
- Unethical conduct.

The district shall make information regarding the hotline readily available through the district website and other appropriate communication methods.

Filing a Hotline Complaint

Complaints should be submitted in writing using the ~~District's~~ **Public Education's** Hotline Reporting Form whenever practicable. **Hotline complaints go directly to the State Board of Education Internal Audit Department and may be referred back. These complaints are typically forwarded by the State Board of Education's Audit and Fraud Department to Provo City School District's Board President, Board Vice-President, and Superintendent for investigation.**

Complainants should provide sufficient information to permit an appropriate review, including:

- The identity of the person or persons involved;
- A description of the alleged improper governmental activity;
- The date, time, and location of the alleged conduct;
- The names of witnesses, if known; and
- Any documents or other evidence supporting the complaint.

Complaints may be submitted through:

- ~~• The District's online hotline reporting system;~~
- ~~• Email to the designated hotline email address;~~
- ~~• United States Mail to the Board of Education's designated mailing address; or~~
- ~~• Any other reporting method approved by the Board.~~
- **The Public Education's Hotline**
- **Email to the board of education at boardofeducation@provo.edu.**

~~The District may also provide a hotline telephone number for questions regarding the complaint process.~~

Review and Investigation

Upon receipt of a complaint, ~~the Board~~ **board leadership** shall **work with the superintendent to** appoint an investigator or otherwise designate an appropriate individual to conduct a preliminary review.

In determining whether an investigation should proceed, the board or its designee may consider:

- Whether the allegation concerns a person or activity within the board's authority;

- Whether the complaint alleges improper governmental activity;
- Whether the complainant has attempted to resolve the concern through normal administrative procedures when appropriate;
- The seriousness, timing, frequency, and continuing nature of the alleged conduct;
- Whether another governmental agency has jurisdiction over the matter; and
- Whether sufficient information exists to permit an effective investigation.

Following the preliminary review, the investigator shall report to the board regarding:

- The allegations presented;
- Facts supporting or refuting the allegations; and
- A recommendation regarding further action.

The board may:

- Close the complaint without further investigation;
- Authorize a formal investigation;
- Refer the matter to another governmental agency or appropriate authority; or
- Take any other action authorized by law.

If a board member is the subject of the complaint, that board member shall not participate in decisions regarding the complaint. If the complaint is about the superintendent, the superintendent shall not conduct the investigation or participate in decisions regarding the complaint.

When a formal investigation is authorized, the board shall establish the scope of the investigation and appropriate resources necessary to complete the investigation.

If the complainant's contact information is provided to or available to the district, the district must promptly contact the complainant and must document the district personnel that contacted the complainant, the type of contact made (such as phone or email), the date of the contact, and the results of the contact (resolution of the concern or action steps to be taken). The district must make at least two good-faith efforts to contact the complainant. If the district has been unable to contact the complainant after those efforts, the district will proceed to evaluate and respond to the complaint without input from the complainant.

The district shall timely respond to the Internal Audit Division regarding the complaint, as provided below. In addition, to the extent that the investigation discloses conduct which violates district policies or warrants disciplinary action under district policies, the applicable district processes shall be followed. If the district determines that the allegations in the complaint are issues that are the sole responsibility of the district or are allegations that are required to be evaluated according to district policy, the district may provide that response to the Internal Audit Division.

Generally, the district is required to respond to the Internal Audit Division within 45 days of receiving the referred complaint. However, if the complaint relates to prohibited discriminatory

practices, trainings, or submissions as described in Utah Code § 53G-2-103, § 53G-2-104, and § 53G-2-105, the district is required to respond within 14 days of receiving the referred complaint. A complaint is “resolved” when the district’s investigation and evaluation has been completed (it does not mean or require that the findings are satisfactory to any specific individual, entity, or the district). If the complaint has not been resolved within the applicable time, the district will provide an initial response and will then update the Internal Audit Division every 30 days until the complaint is resolved.

Upon completion of the investigation, the investigator shall submit a written report to the board summarizing the investigation, findings, and conclusions. The board shall review the report and determine any appropriate corrective or administrative action. If the complainant did not submit the complaint anonymously, the complainant will be notified of pertinent information that is within the board’s scope to share.

Referrals from the Utah State Board of Education

Complaints referred by the Internal Audit Department of the Utah State Board of Education shall be processed under this policy.

Within forty-five (45) days after receiving a referral from the Internal Audit Department, the district shall provide the required status update or summary to the Internal Audit Department.

Training

The president of the board of education shall ensure that members of the board of education and district administration are trained regarding the requirements of this policy as part of the onboarding process. The training shall use the training and informational materials provided by the Internal Audit Division, available under “Trainings” at: <https://www.schools.utah.gov/internalaudit/index#Public%20Education%20Hotline>

Whistleblower Protection

The district prohibits retaliation against any employee who, in good faith, reports suspected governmental waste, abuse, fraud, violations of law, or other improper governmental activities as provided by law. A district employee is presumed to have communicated in good faith if the employee has given written notice or otherwise formally communicated the conduct to the board of education, a member of the board of education, the superintendent, or to a government official with authority to audit the district.

Nothing in this policy limits any protections or remedies available under the Utah Protection of Public Employees Act or other applicable law.

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175 **Hotline Reporting Form**
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177 The board adopts the attached **Hotline Reporting Form** as Exhibit 1 to this policy. Hotline
178 Reporting Form as found on the website. The Superintendent or designee may make
179 administrative changes to the form that do not alter its substantive purpose or required content.
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182 **Legal References:**

183 Utah Admin. Rules R277-123-2(3)

184 Utah Admin. Rules R277-123-4

185 Utah Admin. Rules R277-123-7(3) (August 7, 2025)

186 Utah Code § 67-21-3

187 Utah Admin. Rules R277-123-7(5) – (12) (August 7, 2025)

188 Utah Admin. Rules R277-123-4(8) (August 7, 2025)

189 Utah Admin. Rules R277-123-7(1), (2) (August 7, 2025)
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193 **Board Approved:**
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