

Policy 6040

Public Complaints

- A. In most circumstances, citizens shall be entitled to administrative conferences and informal presentation of a complaint to the Board.
- B. Citizen complaints shall be handled as follows:
 - 1. Complaints shall initially be discussed with the appropriate administrator within 15 calendar days of the event or action that is the subject of the complaint. Board members or administrators who receive an initial complaint, shall refer the citizen to the appropriate administrator.
 - 2. If the complaint is not resolved, the citizen may request a conference with the Superintendent or Superintendent's designee. Prior to the conference with the Superintendent or designee, the citizen shall submit a written complaint that includes a description of the complaint, the solution sought, and the date of the conference(s) with the administrator.
 - 3. If the outcome of the conference with the Superintendent or designee is not to the citizen's satisfaction, the citizen may present the complaint to the Board by requesting time on the next Board meeting agenda.
- C. The Board may set reasonable time limits on complaint presentation. The Board shall listen to the complaint, but is not required to respond or take action on the matter unless the complaint is from an aggrieved party, as defined below.
- D. An "aggrieved party" is a citizen who has allegedly suffered a violation of a constitutional, statutory, or common law right, or a violation of a rule adopted by the State Board of Education or a policy adopted by the Board.
- E. An aggrieved citizen shall make a written request for a hearing, identifying specifically the claimed violation and the relief requested. The written request shall be deemed filed upon receipt by the Superintendent's office. Failure of the citizen to file such a request within 30 days of the claimed violation shall be deemed a waiver by the citizen of his or her rights to contest the alleged violation.
- F. Aggrieved parties shall, upon proper request, be afforded a hearing before the Board in accordance with applicable law. However, this provision shall not be construed to create an independent right to a hearing before the Board in addition to hearings required by law. The Board shall conduct a hearing for aggrieved parties within 30 days of receipt of

a written request for a Board hearing, unless the hearing is postponed by mutual consent. The Board shall notify the aggrieved citizen in writing of the time and place of the hearing.

- G. If the complaint involves complaints or charges about an employee, it shall be heard by the Board in a closed meeting.

[Utah Code § 52-4-205\(1\)\(a\) \(2024\)](#)

- H. The Board shall notify the aggrieved citizen of its decision in writing within 15 days after the hearing.
- I. Complaints for which other resolution procedures are provided shall be directed through those channels.