

Board Policy G-18: Complaint Resolution Process



REFERENCES

[G-18: Administrative Procedures, Complaint Resolution Process](#)

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

THE POLICY

The Salt Lake City School District Board of Education has developed various processes to resolve complaints and disagreements among stakeholders in a professional and efficient manner.

The board strongly encourages individuals to try to informally resolve their concerns at the lowest possible level, by engaging in a discussion with the appropriate employee. If the parties meet informally and cannot resolve the concerns, an individual may initiate this complaint resolution process by filing a completed Complaint and Resolution Request form with the appropriate supervisor. While there is no established deadline for filing a complaint, concerns should be expressed as soon as possible to increase the likelihood of a timely and satisfactory resolution.

The purpose of this policy is to provide a general complaint resolution process to be used when an individual's concerns cannot be resolved informally. This process is not available for any type of grievance, complaint, or appeal that is covered by a separate board policy or employee association agreement.

The process and form described in this policy and associated administrative procedures do not create any new or additional rights beyond those granted by law or board policy.

The district has set forth its specific processes for implementing this board policy through the accompanying [administrative procedures](#).

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.