



Cache County School District Policy Series 7000: Community

Policy No. 7500 P2

Complaints Regarding District Programs and Services

This procedure establishes a fair, timely, and legally compliant process for resolving complaints regarding district programs, services, or practices. The district encourages early, informal resolution whenever possible while ensuring compliance with applicable state and federal law.

Complaints alleging discrimination, harassment, or denial of access based on a protected class shall be routed in accordance with the district's nondiscrimination and civil rights grievance procedures, even if initially raised under this procedure. Complaints involving finances and potential fraud shall also be submitted to the Business Administrator.

This procedure applies to complaints regarding district programs, services, curriculum, instructional practices, or operations. Complaints regarding individual employee conduct are addressed under Procedure 3250 P1.

Procedure

Step 1: Informal Resolution

The patron should first discuss the concern with the staff member responsible for the program or service. The purpose of this step is clarification and informal problem-solving.

Step 2: School or Program-Level Review

If the concern is not resolved at Step 1, the patron may request a conference with the school principal and/or program director. The administrator will review the concern and attempt to resolve it.

Step 3: Formal Written Complaint

If the matter is not resolved at Step 2, the patron may submit a written complaint to the appropriate district-level administrator (e.g., Assistant Superintendent, Executive Director, Director of Special Education).

- Receipt of the complaint will be acknowledged within 10 business days.

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- The administrator will investigate and issue a written response within 25 work days, unless additional time is required due to complexity or legal considerations.

Step 4: Superintendent Review

If the complaint remains unresolved, the patron may request a review by the superintendent or designee. The superintendent or designee will review the complaint with the patron and the involved administrator.

The superintendent's decision is final.

Additional Provisions

1. Civil Rights Complaints

Complaints alleging discrimination or denial of access under ADA, Section 504, or Title IX shall be referred to the district's designated compliance coordinator and processed under the applicable grievance procedure.

2. Retaliation Prohibited

Retaliation against individuals who submit complaints or participate in complaint resolution is strictly prohibited.

3. Documentation and Records

All formal complaints and responses shall be documented and retained in accordance with district record retention schedules and Utah public records law.

Legal References

Approved by District Administration: February 11, 2026