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Resolution of Student Complaints
Policy Series: 3000 Students

Policy No. 3328

9 **Purpose**

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11 The purpose of this policy is to secure, at the first possible level, prompt and equitable
12 resolution of student complaints, including those alleging discrimination on the basis of race,
13 religion, color, sex, national origin, disability, sexual orientation, or gender identity.
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16 **Overview**

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18 The Board recognizes the right of students to express concerns and provide public comment at
19 Board meetings in accordance with the Board's procedures for public participation.
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21 Students who wish to address the Board may do so during the public comment portion of a
22 Board meeting, subject to time limits and procedures established by the Board. Comments
23 should be respectful and limited to matters within the authority of the Board.
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25 Concerns or complaints regarding individual students, employees, or specific school matters
26 should first be addressed through the appropriate school or district administrative channels
27 outlined below before bringing them to an open board meeting. The Board generally will not
28 hear complaints regarding personnel matters, student discipline, or other issues that are
29 appropriately addressed through established complaint or grievance procedures.
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31 The Board may direct individuals raising concerns to the appropriate administrator so the matter
32 may be reviewed and resolved through the proper process.
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35 **Exclusions**

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37 Student complaints regarding instructional materials ([Policy 4020](#)), removal to alternative
38 education programs ([Policy 4130](#)), expulsion, prior review of non-school materials intended for
39 distribution to students ([Policy 3530](#)), or special education appeals ([Policy 4160](#)) are covered by
40 separate procedures. Student complaints relating to sexual harassment (which is one form of

41 sex discrimination) are addressed using the procedure in [Policy 3214](#) instead of the procedure
42 in this policy. (Student complaints about other forms of sex discrimination can be raised under
43 this policy.)

46 **Aggrieved Students**

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48 A student aggrieved by a violation of a constitutional, statutory, or common law right, or a
49 violation of a rule adopted by the State Board of Education or a policy adopted by the Board
50 shall be afforded a hearing in accordance with applicable law and as provided in this policy.
51 However, this provision shall not be construed to create an independent right to a hearing
52 before the Board in addition to hearings required by law.

55 **Presentations and Hearings**

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57 In most circumstances, students shall be entitled to administrative conferences and informal
58 presentations of the complaint as outlined in this policy.

60 **Representation**

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62 The student may be represented by an adult at any level of the complaint.

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64 If the complaint involves a problem with a teacher, the student shall in most circumstances be
65 expected to discuss the matter with the teacher before requesting a conference with the
66 **Assistant Principal at Level One.**

69 **Level One**

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71 A student who has a complaint shall request a conference with the **Assistant** Principal within ten
72 calendar days of the time the student knew, or should have known, of the event or series of
73 events causing the complaint. The **Assistant** Principal shall schedule and hold a conference with
74 the student within five days.

76 **Level Two**

77 **If the outcome of the conference with the Assistant Principal is not to the student's satisfaction,**
78 **the student has ten calendar days to request a conference with the Principal. A student who**
79 **has a complaint shall request a conference with the Principal within ten calendar days of the**
80 **time the student knew, or should have known, of the event or series of events causing the**
81 **complaint.** The Principal shall schedule and hold a conference with the student within five days.

84 **Level Two Three**

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If the outcome of the conference with the Principal is not to the student's satisfaction, the student has ten calendar days to request a conference with the Assistant Superintendent over Elementary or Secondary education or designee who shall schedule and hold a conference. Prior to or at the conference, the student shall submit a written complaint that includes a statement of the complaint and any evidence in its support, the solution sought, the student's signature, and the date of the conference with the Principal.

Level Three Four

If the outcome of the conference with the Assistant Superintendent or designee is not to the student's satisfaction, the student may present the complaint to the Deputy Superintendent or Superintendent.

Level Five

If the outcome of the conference with the Deputy Superintendent or Superintendent is not to the student's satisfaction, the student may present the complaint to the Board at the next regular meeting during public comment. The student shall, at least 5 days before the meeting, provide a written statement identifying specifically the claimed violation and the relief requested. The Board shall designate a portion of its regular monthly meeting to hear public comment. The Board President may set reasonable time limits on public comment. The Board shall listen to the complaint but is not required to respond or take action on the matter unless it determines that is appropriate. If at least three board members deem that the complaint should be addressed in a future public meeting, Board Leadership may add the complaint/issue to an upcoming board meeting agenda.

Closed Hearing

If the complaint involves complaints or charges about another person, the complaint shall be heard by the Board in a closed meeting unless the other person complained about requests for the meeting to be public.

Legal References

Utah Code § 52-4-201.3

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