

3105 Public Education Hotline and Reporting Policy

1. Purpose

- a. Maeser provides students, employees, and the public with clear, accessible methods to report alleged violations of statutes, board rules, or school policies. This policy outlines the establishment of a local education hotline and details the procedures for responding to, investigating, and resolving reported complaints.

2. Definitions

- a. "Alleged violation" means an unproven claim that a statute, Board rule, or local LEA policy/procedure has been breached.
- b. "Complainant" means any individual who submits a complaint to a public education hotline.
- c. "Hotline complaint" means a report detailing an alleged violation or other concern submitted through the public education hotline.
- d. "IAD" means the Utah State Board of Education (USBE) Internal Audit Department.
- e. "Grievance process" means the internal reporting process maintained by Maeser where individuals can report complaints.

3. Guidelines for Handling Complaints

- a. **Mandatory Board and Staff Training:** The chief administrative officer of the Maeser governing board shall ensure that all members of the governing board and school administration receive training on these hotline rules as part of their onboarding process. This training must utilize the online materials provided by the IAD.
- b. **Investigation Standards:** Maeser will investigate all received complaints—whether received directly or referred by the IAD—in a manner consistent with due process, school policy, and state law.
- c. **Confidentiality and Privacy:** Maeser will disclose information concerning a hotline complaint's allegations only as strictly necessary to conduct the investigation, adhering to federal law, state law, and school student and employee privacy policies.

4. Complainant Contact and Documentation Protocols

- a. Complaints/concerns may be filed with USBE utilizing the USBE parent portal found on Maeser's website. If the complainant's contact information is available, school administration must promptly contact them, making at least two good faith attempts. Administration must formally document:
 - i. The specific personnel who made contact;
 - ii. The method of communication used (e.g., phone, email);
 - iii. The date(s) of the contact; and
 - iv. The final resolution of the concern or the designated action steps.

5. Mandatory Timeline for IAD Referrals

- a. When Maeser receives a hotline complaint referral from the IAD, it must submit an official summary of the investigation back to the IAD under the following strict timelines:

6. Standard Complaints

- a. Summary must be submitted within 45 days of the initial IAD referral.

7. Prohibited Discriminatory Practices

- a. For complaints regarding prohibited discriminatory submissions, trainings, or employment practices, the summary must be submitted within 14 days of the referral.

8. Ongoing Status Updates

- a. If a hotline complaint is not fully resolved within the initial submission timeline, Maeser must provide a status update to the IAD every 30 days until the matter is resolved.

9. Local Autonomy Clause

- a. Maeser reserves the right to respond to the IAD that an allegation falls under the sole responsibility of the school, or that the school is reviewing the allegation strictly in accordance with local policy and applicable law.

Source: Utah Admin. Code r. 277-123 (2026)

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