



Provo City School District

Policy Series: 3000 Students

3500 P1

Extracurricular Activities: Complaints/Concerns

I. Purpose:

The Superintendent and District Leadership have established a process by which patrons (students, parents, and community members) may register concerns or complaints in an effort to resolve issues and create a positive experience for all students in a particular program and school or district community.

II. Concern/Complaint Procedure:

- A. Step (1) One – Informal Discussion with Coach/Extracurricular Advisor
 - 1. If a student or student's parent or legal guardian has a concern/complaint a student or student's parent/legal guardian is encouraged to resolve the problem through an informal discussion with the coach or extra-curricular advisor.
 - 2. If this is not satisfactory, the student or student's parent or legal guardian may proceed to Step 2.
- B. Step (2) Two – Informal Discussion with the Athletic Director, if applicable
 - 1. If a student or student's parent or legal guardian continues to have a concern, the student or student's parent/legal guardian is encouraged to resolve the problem with an informal discussion with the school's athletic director.
 - 2. If this is not satisfactory, the student or student's parent or legal guardian may proceed to Step 3.
- C. Step (3) Three – Informal Discussion with School Administrator/Principal
 - 1. If a student or student's parent or legal guardian continues to have a concern, the student or student's parent/legal guardian is encouraged to resolve the problem with an informal discussion with a school administrator.
 - 2. If this is not satisfactory, the parent or legal guardian may file a written complaint with the school administrator to investigate the concern or complaint at Step (4).
- D. Step (4) Four – Written Complaint/School Investigation
 - 1. Upon receipt of a written complaint via email or letter, a school administrator will acknowledge receipt of the complaint within 48 hours and conduct an investigation consistent with District Policies and procedures ([Policy 3214: Nondiscrimination](#)).

- a) A principal may consult with the Assistant Superintendent over Secondary Education and the Director of Student Services to assist in the investigation.
 2. The school principal shall conclude the investigation and report findings to the complainant, within 10 working days, following a receipt of the complaint. If circumstances require additional time, the principal will communicate with the complainant.
 - a) Issues of student discipline will be referred to the Student Services Department for a possible Behavior Screening.
 - b) Issues regarding a coach, volunteer, or employee will be referred to the principal's immediate supervisor and/or Human Resources.
 3. If a complaint concerns the principal or administrator at the school, or if there is concern about the principal's ability to address the complaint, the written complaint must be submitted to the principal's immediate supervisor (i.e. Assistant Superintendent of Secondary Education or the Assistant Superintendent of Elementary Education) and/or Human Resources for review.
 - a) The principal's immediate supervisor and/or Human Resources will review the complaint and the school's previous investigation to determine if further investigation is required and may address the concerns through other District policies.
 4. If the parent/legal guardian is dissatisfied with the investigation, they may file an appeal with the Deputy Superintendent and Superintendent.
- E. Step (5) District Appeal:
1. Upon receipt of an appeal, the Superintendent and Deputy Superintendent will assemble to review the appeal. The Superintendent and Deputy Superintendent shall not have prior participation in the investigation of the matter being reviewed. The Superintendent and Deputy Superintendent have the following options after reviewing the appeal:
 - a) uphold the determination of the investigation;
 - b) request additional information or further investigation;
 - c) reverse the determination of the investigation; or
 - d) recommend additional sanctions or remedial measures.
 2. Student discipline issues will be referred to Student Services for a behavior screening, if necessary.
 3. Employee issues will be referred to the immediate supervisor and/or Human Resources to be addressed by other District policies.
 4. The Superintendent and Deputy Superintendent will issue its decision within five (5) school days of receiving the appeal.
 5. The decision of the Superintendent and Deputy Superintendent is the final administrative action in the matter.

Adopted:

March 28, 2025

