

# Custom Class Grievance Procedure Policy

Policy Title: Grievance and Complaint Resolution Procedure

Approved by Governing Board: 4/15/2026

Effective Date: 4/15/2026

**Policy Reference:** This policy supplements all existing Custom Class Board Policies (available at <https://customclass.org/policies-and-agreements/>), including the Student Conduct and Discipline Policy (Approved 5/22/2025) and Bullying, Cyber-Bullying, Hazing, Retaliation, and Abusive Conduct Policy. It complies with Utah State Charter School Board recommendations and Utah law.

**Purpose:** Custom Class is committed to resolving concerns fairly, promptly, and at the lowest possible level while maintaining a positive learning environment. This procedure provides a transparent process for parents, guardians, students, and members of the public to address grievances related to school policies, procedures, operations, or decisions. It promotes compliance with Utah Code, USBE rules, and the school's Charter Agreement with the Utah SCSB.

**Scope:** This applies to general grievances (e.g., violations of school policy, administrative decisions, or operational issues). It does not replace:

- Discipline/expulsion appeals (governed by the Student Conduct and Discipline Policy).
- Special education disputes (use USBE IDEA State Complaint Form, copy to school administration and USBE Special Education Director).
  - Title I complaints (follow USBE Title I Complaint Procedure).
- Discrimination/harassment (Title IX, Section 504, or Bullying Policy procedures; contact the designated coordinator).
- Employee grievances (use separate Employee Code of Conduct or HR processes).
- Criminal or immediate safety issues (report to law enforcement or appropriate authorities immediately).

## Definitions:

- Grievance/Complaint: A written concern alleging a violation of Custom Class policy, reasonable practice, USBE rule, Utah Code, or federal law applicable to charter schools.
  - Complainant: The individual filing the grievance (parent/guardian, student 18+, or community member).
    - Days: Business days (excluding weekends/holidays).

**Non-Retaliation:** No person shall be retaliated against for filing or participating in a grievance in good faith. Violations may result in disciplinary action per the Bullying Policy or Employee Code of Conduct.

Custom Class Charter School | Grievance Procedure & Form



**Confidentiality:** All grievances will be handled confidentially to the extent permitted by law (including GRAMA and FERPA).

Procedure (Chain of Command – Follow in Order):

1. **Step 1** – Informal Resolution (Recommended First Step): Discuss the concern directly with the involved staff member, teacher, or Community Liaison within 30 days of the incident. Most issues resolve here.
2. **Step 2** – Formal Grievance: If unresolved, submit a completed Grievance Form (below or downloadable from the website) to the School Director (or designated administrator) within 30 days of the informal discussion or when the complainant knew/should have known of the issue. The Director will investigate and provide a written response within 10 business days.
3. **Step 3** – Appeal to Governing Board: If dissatisfied with the Director’s response, submit a written appeal to the Board Chair (via [info@customclass.org](mailto:info@customclass.org) or board secretary) within 10 business days of receiving the response. The Board will review at the next regular meeting (or special meeting if urgent) and issue a final written decision within 30 business days. Board meetings follow Utah’s Open and Public Meetings Act.
4. **Escalation** (if needed): After exhausting internal steps, complainants may contact the Utah State Charter School Board (authorizer), file with the USBE Public Education Hotline, or pursue other legal remedies.

**Documentation:** All steps will be documented. Records are maintained per the Administrative Data Governance Plan and Student Data Privacy Policy.

**Policy Review:** This policy will be reviewed annually or as required by law and is subject to amendment by the Governing Board.



# Custom Class Charter School Grievance Form

Date: \_\_\_\_\_

Complainant Name: \_\_\_\_\_

Relationship to Student (if applicable): \_\_\_\_\_

Student Name (if applicable): \_\_\_\_\_

Contact Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

**Description of Grievance:** (Be specific – include dates, names, what happened, and which Custom Class policy, Utah law, or USBE rule you believe was violated. Attach supporting documents.)

\_\_\_\_\_

**Previous Steps Taken** (Informal Resolution):

Date of discussion: \_\_\_\_\_ Person contacted: \_\_\_\_\_

Outcome: \_\_\_\_\_

**Desired Resolution:**

\_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Submit to: School Director, Custom Class [cory.henwood@customclass.org](mailto:cory.henwood@customclass.org) or [info@customclass.org](mailto:info@customclass.org); mail: 3083 E 2890 S Circle, St George UT 84790

A copy of this form and all responses will be provided to the complainant.

