



# Complaint Resolution Procedure

***While a dispute regarding a child or youth's homeless status or right to service is being resolved, the child(ren) in question must be enrolled in school and transportation provided, if necessary. Enrolled is defined as attending classes and participating fully in school activities. If the dispute is concerning the school of best interest, the child must be enrolled in the school of residence (where the child is sleeping at night) unless arrangements are already implemented to allow the child to attend the school of origin.***

If a dispute regarding a homeless child's educational rights occurs, every effort will be made to resolve the complaint or dispute at the local level before it is brought to the Utah State Office of Education.

It is the responsibility of the personnel in the school or district of residence to inform the complainant of the Complaint Resolution Procedures.

1. If a question concerning the education of a homeless child/youth arises, the first person to be contacted in the school district is the Canyons School District Homeless Liaison, Connie Crosby at 801-557-2164.
2. The Homeless Liaison must refer the family to sources of free or low-cost legal and advocacy services. The parent/guardian may bring an advocate to the meeting.
3. The complaint will be discussed with the Liaison. If the Liaison believes the complaint is justified, the complainant shall present it in writing and discuss it again with the Liaison.
4. Include in the complaint:
  - a. *A description of the complaint*
  - b. *The name(s) and age(s) of the children involved.*
  - c. *The name(s) of all involved school district personnel and the district they represent.*
  - d. *A description of attempts that were made to solve the issue at the local level.*
5. The Homeless Liaison will present a proposed resolution or plan of action to the complainant and the district superintendant within five working days from the date of the written complaint.
6. If the complaint is not resolved at this level within five working days, it may be taken to the district superintendent, or the superintendent's designee who is the Director of Federal and State Programs. In addition to presenting the written complaint, ask for an appointment to see the superintendent, or the superintendent's designee, to discuss the complaint. Within five days of the meeting, the superintendent, or the superintendent's designee, shall provide the complainant with a written resolution.
7. If the complaint is not resolved in a satisfactory manner at the local level, the complaint may be brought to the State Office of Education. Complaints made under this process must be made in writing and signed by the Complainant. The local Homeless Liaison shall assist the complainant in compiling all necessary documentation. Include all written correspondence and address the complaint to:

*State Homeless Coordinator  
Utah State Office of Education  
250 East 500 South  
PO Box 144200  
Salt Lake City, UT 84114-4200*
8. The State Homeless Coordinator will inform the involved school district(s) of the complaint. The Coordinator will gather needed information from statements of the parties involved and may conduct an independent investigation through an on-site visit if necessary.
9. Within thirty days after receiving a complaint, the Coordinator with the Director of Education Equity and the Director of the Section for School Law will resolve the complaint and inform interested parties, in writing, of the decision. All efforts will be made to resolve the complaint in the shortest time possible.
10. If the complaint disagrees with the decision, the complainant shall be advised of his/her option to file a complaint with the Office of Civil Rights.