Parent, Family & Community Grievance Policy

Mountain Sunrise Academy — Adopted by the Board of Directors: 8/18/26

Purpose

The purpose of this policy is to ensure that Mountain Sunrise Academy (MSA) achieves its Vision and Mission in a way that is consistent with its core values. It provides a formal process by which parents, family members, and MSA's larger community can bring Concerns and Grievances to the attention of school administration and have them resolved in a timely manner. This policy is specifically designed to resolve issues relating to students' needs, legal compliance, ethical concerns, and any serious issues related to the safety of students and staff that have not previously been resolved to the filer's satisfaction.

Safety comes first

Concerns involving immediate danger to students, staff, or property — including possible abuse, theft, embezzlement, or threats of violence — should be reported immediately to the school's Executive Director, Assistant Executive Director, the school's Board, and/or the proper authorities. Suspected child abuse or neglect must be reported directly to the Utah Division of Child and Family Services (1-855-323-3237) or law enforcement, as Utah law requires. In an emergency, call 911.

Policy

It is the policy of Mountain Sunrise Academy to resolve Grievances as quickly and fairly as possible, in alignment with the school's core values, mission, and vision. While the school is a publicly chartered school subject to state educational requirements, it is not covered by the policies or procedures of any public school district or school board. MSA reserves the right to implement its own policies and procedures as it deems appropriate, without appeal, except as stipulated by state or federal law, regulation, or ordinance.

As a school community, we uphold the virtues of goodness, beauty, truth, respect, responsibility, reverence, and charity. These virtues guide how we respond when concerns arise: we listen with respect, seek the truth of the matter, take responsibility for our part, and extend charity to everyone involved. We ask families to approach this process in the same spirit.

Mountain Sunrise Academy intends for this Grievance policy to be used to resolve frustrating issues that can't seem to be resolved any other way. Our policies and processes are designed so that routine concerns can be resolved directly with your student's teacher or the Assistant Executive Director.

While school leadership will keep all relevant information confidential, we ask that people using this process record their name so the issue can be fully resolved. The school reserves the right not to

respond, publicly or privately, to anonymous Grievances. Outside of issues that may relate to state or federal oversight, as described below, the Board of Directors (Board) has the final say on any Grievance filed.

This process is not intended for employee use. MSA employees have a separate grievance process.

MSA uses the term **"Grievance"** to describe a concern of significant consequence that has not been resolved to the filer's satisfaction. MSA accepts Grievances from individuals who have a direct connection with the school as the parent, guardian, or family member of an enrolled student — including grandparents, aunts, uncles, and first cousins of currently enrolled students — as well as members of the broader MSA community. Government employees tasked with overseeing compliance at the school may use this process as well.

Grievance Process

The following process will be used to bring Grievances to the attention of MSA leadership or its Board.

1. Try to resolve the matter directly with your student's teacher or the staff member involved in the concern. Keep notes with dates if needed to help keep the facts straight. Please be patient with MSA teachers and employees and give them a reasonable amount of time to resolve the issue — unless the concern is time-sensitive, we recommend allowing at least 7 business days before taking the next step.
2. If the concern remains unresolved, download the Family Grievance Form from MSA's website Here. Please fill it out completely, then either email it to patrick.freeman@mountainsunriseacademy.org or personally deliver it to the school's office. If physically delivered, it should be in an envelope or other container that prevents casual reading of the confidential information enclosed. Grievances should be addressed to the Executive Director (ED) or, if the ED is not available, the Assistant Executive Director.
    a. The ED may request additional information if the form isn't fully completed, if relevant facts are missing, or for their own understanding.
3. Within two business days, the ED will respond in writing, acknowledging that they have received your submission and that it is now considered a formal Grievance. The ED will notify MSA's Board of the Grievance.
4. The ED will review the Grievance and respond in writing.
    a. The ED will provide you with a proposed solution, in writing, within five business days of acknowledging the Grievance or within three business days of receiving all required information from you, whichever is longer.*
    b. Extensions due to vacation or unavailability of key information may sometimes be needed; if so, the ED will provide you a progress report at least once every five business days until a full response can be provided.
    c. Any Grievance that takes more than 30 calendar days to resolve will be automatically forwarded to the Board for its consideration. You should also forward any Grievance not acknowledged by the ED within 5 business days to the Board.

d. Grievances filed during the summer months when MSA is not fully operating will have all deadlines doubled.

A fair hearing, always

MSA is committed to giving every Grievance a fair hearing. If, for any reason, you feel uncomfortable bringing the matter to the ED, you may deliver your Grievance directly to the Board — by emailing the Chair of the Board at **msachartercouncil@mountainsunriseacademy.org** or by delivering it to the school's office addressed to the Board. In such instances the Board will respond within the same deadlines described above.

5. If you are unsatisfied with the ED's proposed solution, you may appeal that decision to the Board. Simply forward the ED's proposed solution, along with your original Grievance and your concerns with the proposed resolution, to the Board. The Board may ask to speak with you or request additional information.

    a. The Board will acknowledge the appeal in writing within two business days of receiving it. Except as otherwise noted below, the Board will formally reply within 14 calendar days of receiving the appeal. If a regularly scheduled Board meeting falls within that period and at least 7 calendar days after the appeal is received, the Board will instead reply within two business days following that meeting. The Board's decision may require action by the school or, on some occasions, may dismiss the Grievance altogether.

    b. The Board's decisions are final and at its sole discretion, except where state or local law, regulation, or ordinance provides for further review.

    c. The Board reserves the right to gather additional information, conduct investigations, interview employees, or consult outside experts, government agencies, or attorneys as needed to render an appropriate decision.

    d. The Board may extend the deadline for resolution by up to 14 calendar days to facilitate a correct resolution, and will provide you a status report at the midpoint of any such extension.

6. You may make one final appeal asking the Board to reconsider its decision. This requires:

    a. A comprehensive argument, in writing or verbally in person, as to why the Board's previous decision was in error.

    b. If a legally required element is at stake, a detailed explanation of the legal requirement and suggestions on how to meet it.

7. The Board will reply with a final decision, in writing, within five business days of the final appeal.

** In some instances the ED may need to respond that they cannot find evidence of the concern, or that the school is prevented from providing the resolution you have requested. In some cases, due to privacy concerns, the ED may not be able to inform you of all steps taken to resolve the matter. In such cases, the ED will provide a justification for the response, or for the lack of information, to the extent they are able.*

General Provisions

This policy does not relieve any MSA employee of their legal and ethical reporting responsibilities under all applicable laws and regulations.

No retaliatory action will be taken against any employee who provides information to a person using this process, so long as doing so does not violate MSA policy or the privacy rights of individuals.
The Board may decline to review Grievances that are clearly frivolous or defamatory, and may dismiss a Grievance if the filer does not provide relevant or significant information requested by the Board within a reasonable amount of time. Any such dismissal will be communicated in writing.

Please be aware that Grievances may be subject to public records requests under Utah's Government Records Access and Management Act (GRAMA), as directed by state or federal law, with certain personal or private information redacted.