

# 12. Complaints

## Policy

American International will maintain learning and working environment free of distractions from the academic efforts of our students, as well as an environment free of discrimination of any kind. The school prohibits discrimination on the basis of disability, gender, race, national origin, religion or age. AISU is committed to the ongoing development of open communication and constant improvement. This policy provides procedures whereby persons may file a complaint with regards to inappropriate treatment, discrimination, harassment or any subject that hinders the fullest and most open communication between all constituents and that does not support the effort that encourages constant improvement within the school and all constituents. It also provides procedures the school will follow in investigating and resolving complaints.

### General Provisions

1. Complainant and Respondent Right to Records
  - a. A complainant or respondent may request access to information and records in the possession of the school, which bear upon the validity of the grievance. Records must be requested with reasonable specificity.
  - b. If obtaining the information requires unreasonable interference with other school duties and responsibilities or unreasonable school expenditures, the school may require that the requesting party pay the school reasonable fees for actual costs incurred in procuring and duplicating the records.
  - c. The school is not required to create a record in response to a request.
  - d. Information in requested records about subjects or persons not relevant to the complaint or which is otherwise private, controlled, or protected shall be expunged from the record.
2. Both the complainant and the respondent have the right to be assisted by knowledgeable persons, organizations, or groups of their selection at their own expense, at any point during the initiation, filing, or hearing of the complaint. The school shall, upon request, provide assistance to the complainant or respondent in understanding rights and obligations under this policy and other pertinent school, state, or federal regulations, policies, or other related materials.
3. The school will strive to respect the confidentiality of the complainant and respondent, consistent with legal obligations and the necessity to take appropriate corrective action.
4. Good faith submission of complaints will not adversely affect the complainant's future employment, grades, work assignments, or volunteer opportunities. However, malicious or frivolous complaints may subject a complainant to ,. The school will

discipline any individual who retaliates against any person who files a complaint or who testifies, assists, or participates in a proceeding or hearing relating to a complaint. Retaliation includes, but is not limited to, any form of intimidation, reprisal, or harassment.

5. Complaint records shall be kept by the school administration for a period no less than three years. Records shall include the names and positions of complainants and respondents, dates of filing and resolution, specific allegations and answers, levels of hearings and hearing officers, a statement of final resolution, and details of corrective action. Such records shall be protected under Utah Code 63-2-304. Any complainant or respondent may, at personal expense, make a voice recording of any hearing.
6. Costs involved in the administration of the policy shall be borne by the school.
7. This policy shall be delivered to each patron of the school annually. It shall also be posted in the front office of the school.

## **Timeframe**

American International will maintain an environment conducive to learning and working, free of distractions from the academic efforts of our students, as well as an environment free of discrimination of any kind. The school prohibits discrimination on the basis of disability, gender, race, national origin, religion or age. AISU is committed to the ongoing development of open communication and constant improvement. This policy provides procedures whereby persons may file a complaint with regards to inappropriate treatment, discrimination, harassment or any subject that hinders the fullest and most open communication between all constituents and that does not support the effort that encourages constant improvement within the school and all constituents. It also provides procedures the school will follow in investigating and resolving complaints.

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**Note:** AISU will adopt and adhere to procedural safeguards to protect the rights of students with special needs, specifically those who have or would qualify for IEPs.