



Hotline Investigation and Response

Draft 2

Date of Last Change:
Authorized By: Utah State Board of Education

1. Purpose

- 1.1 This policy establishes the detailed procedures for how the Utah Schools for the Deaf and the Blind (USDB) responds to, investigates, and resolves complaints concerning alleged violations of statute or Utah State Board of Education (USBE) rule, consistent with the requirements of R277-123-7.
- 1.2 This policy applies to all hotline complaints received by USDB via referral from the USBE Internal Audit Department (IAD), as USDB utilizes the USBE public education hotline as its sole reporting mechanism for these matters.
- 1.3 This policy ensures consistency with the LEA's obligation to ensure fairness and protect the rights of all involved parties.

2. Definitions

- 2.1 "Alleged violation" means an alleged violation of state statute or USBE rule, but may include a violation of a USDB policy or procedure for the purposes of a hotline complaint.
- 2.2 "Complainant" means an individual who submits a complaint to the public education hotline.
- 2.3 "Hotline complaint" means a complaint that includes an alleged violation or other concern submitted to the Board's public education hotline directly, or forwarded to the IAD.
- 2.4 "IAD" means the USBE Internal Audit Department.
- 2.5 "USDB" means the Utah Schools for the Deaf and the Blind.
- 2.6 "Resolved" means that an investigation has been completed.

3. Complaint Receipt and Initial Review

- 3.1 All hotline complaints will be received by USDB as a referral from the IAD.
- 3.2 Upon receipt, the referral shall be routed to the designated USDB administrator for review and handling.

- 3.3 The assigned USDB administrator shall make at least two good-faith attempts to contact the complainant.

4. Contact with the Complainant

- 4.1 If the contact information for the complainant is available from the IAD referral, and the complainant requests a response, the LEA must contact the complainant **promptly within two business days**.
- 4.2 The assigned USDB administrator shall document the following regarding contact and resolution: * The USDB employee who contacted the complainant. The type of contact made (e.g., phone or email). The date of the contact. The resolution of the concern or action steps to be taken.

5. Investigation Process

- 5.1 The assigned USDB administrator shall investigate the alleged violation consistent with due process, LEA policy, and the law.
- 5.2 Investigations will be conducted by personnel with appropriate expertise and independence, which may include DHRM representatives assigned to USDB for employee-related matters.
- 5.3 Information Disclosure: The LEA shall disclose information concerning the allegations only as necessary to investigate the hotline complaint and in accordance with the LEA's student and employee privacy policy. Nothing in this policy requires the disclosure of information protected under federal or state law.

6. Reporting Resolution to IAD

- 6.1 The assigned USDB administrator is responsible for submitting a summary of the complaint and its resolution to the IAD.
- 6.2 The USDB shall adhere to the following timelines for submitting summaries to the IAD:
 - 6.2.1 General Hotline Complaints: Within 45 days of the referral.
 - 6.2.2 Discriminatory Practices/Trainings/Submissions Complaints: Within 14 days of the referral for complaints regarding prohibited discriminatory practices, prohibited discriminatory trainings, or prohibited discriminatory submissions.
- 6.3 If a hotline complaint is not resolved within the required summary submittal timeline (45 or 14 days), the assigned USDB administrator shall provide an update to the IAD every 30 days after the initial IAD request until the complaint is resolved.