

Hotlines: How Should LEAs Start?

[Board Rule R277-123](#) establishes a process for individuals to bring alleged violations of statute or board rule to the attention of the Utah State Board of Education (USBE or Board). LEAs play an important role in the process and must do the following (R277-123-7):

1

Complete the **required local board member training**, provided by the USBE and available on the website.

<https://www.schools.utah.gov/internalaudit/index#trainings>

2

Establish a hotline.

LEAs can choose one of the two options below:

LOCAL EDUCATION HOTLINE

Managed by the LEA,
and "readily accessible"

PUBLIC (STATE) EDUCATION HOTLINE

Must include the notice
language in R277-123-7(4).

Publish the hotline contact information on the home page of the LEAs website and on each school's website.

3

Create a policy outlining how the LEA **responds to** and **resolves** hotline complaints (R277-123-7(5) and (6)).

LEA policy should consider documentation requirements, and due process and privacy for the complainant. Also see [R277-613](#) and other laws for related policy requirements.



Utah State
Board of
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Internal
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What Can LEAs Expect From a Public Education Hotline Referral?

After the USBE Internal Audit Department (IAD) gets a complaint on the Public Education Hotline (Hotline) and does a high level screening:

R277-123-4

Referral to LEA

- 2 members of LEA leadership receive the complaint by email
 - It will have a hotline number (H-####)
- Complaint may also be sent to others (e.g., UPPAC, DCFS, USBE sections)

R277-123-7

Investigations by LEAs which consider:

- LEA policies
 - R277-123-7(5) and (6)
 - R277-613-4 through R277-613-7
- laws and regulations (e.g., federal, Utah Code, Board Rule)
- privacy
- due process

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Timelines for LEA response to IAD:

- General complaint - summary within **45** days, follow-up every **30** days thereafter until resolved.
- PDSTP* complaint - summary within **14** days, follow-up every **30** days thereafter until resolved.

**Prohibited discriminatory submissions, trainings, and practices*

Respond using the required LEA Hotline Response Form linked below:

https://usbe.az1.qualtrics.com/jfe/form/SV_9zaGifuBKbx9NCC

IAD reporting to the Board and others is based on LEA responses.

- Non-compliance with R277-123-7 results in notification to:
 - LEA governing board
 - USBE Audit Committee / Board Leadership
 - USBE Board Member of the related voting district
 - USBE Superintendency
 - UPPAC (if applicable)
- Notifications may result in additional action by the above.

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Disclaimer: The above is a high-level summary. Please refer to the rule language for specific details.