



Responsible Office: Office of the Deputy Superintendent

BOARD POLICY 1600

PUBLIC COMPLAINT AND RESOLUTION PROCESS

PURPOSE

The Board of Trustees (Board) recognizes the need to establish a process whereby parents, legal guardians, emancipated minors, and/or members of the public residing in the Washoe County School District (District) may voice general concerns about District services or the delivery thereof.

POLICY

1. The Board hereby directs the Superintendent to adopt an Administrative Regulation to implement and maintain the purpose of this Board Policy. The Superintendent shall include in the Administrative Regulation the following provisions:
 - a. The scope of Public Complaints:
 - i. Public Complaints cannot be filed against individual Trustees;
 - ii. Public Complaints cannot be filed about decisions of the Board;
 - iii. The Public Complaint Process is the responsibility of the Superintendent, not the Board; and
 - iv. A Public Complaint may not be filed against the Superintendent for discretionary functions related to the Superintendent's employment contract.
 - b. Public Complaints must be submitted at the lowest administrative level that has authority to resolve the particulars of the Public Complaint;
 - c. An initial Informal Resolution Process prior to any Formal Written Public Complaint Process must occur;
 - d. A Superintendent of Schools Resolution Process that includes an Informal Resolution Process, a Formal Resolution Process that includes the Board President's responsibilities of receiving the Public Complaint, requesting an investigation, if necessary, in consult with the Office of the General Counsel, closing the Public Complaint with no action or right of appeal, and the Board as a final decisionmaker related to discipline, if any;

- e. All Public Complaints will be kept confidential to the extent possible and in compliance with the policies of the District and all state and federal laws; and
- f. Prohibition on unlawful retaliation against an individual based upon an individual submitting a Public Complaint or participating as a witness in an investigation of a Public Complaint.

LEGAL REQUIREMENTS AND ASSOCIATED DOCUMENTS

1. This Board Policy reflects the goals of the District's Strategic Plan and aligns/complies with the governing documents of the District, to include:
 - a. Board Policy 9055, Officers and Duties of Board of Trustees;
 - b. Board Policy 9110, Meeting Protocols; and
 - c. Administrative Regulation 1601, Public Complaint and Resolution Process.

REVISION HISTORY

Date	Revision	Modification
12-03-1966	1.0	Adopted
1-14-1992	2.0	Revised
6-28-1994	3.0	Revised
9-09-1997	4.0	Revised
6-26-2007	5.0	Revised
12-05-2012	5.1	Addition of NRS citation to Implementation Guidelines
6-23-2015	6.0	Revised
6-06-2017	7.0	Revised to separate student and staff discrimination complaints
03/30/2021	8.0	Revised: to provide clear guidance for Superintendent regulations.
08/26/2025	9.0	Revised: updated and clarified language