



Responsible Office: Office of the General Counsel

BOARD POLICY 1600

PUBLIC COMPLAINT AND RESOLUTION PROCEDURE

PURPOSE

The Board of Trustees (Board) recognizes that parents/guardians have the right and the responsibility to represent their children interests and that all citizens in the Washoe County School District (District) community may have an interest in expressing complaints on public education and the operation of the District. This policy and its associated governing documents establish the procedures for parents and other members of the public to submit and resolve complaints regarding District services.

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 against decisions of the Board; and
 - iii. The Public Complaint Process is the responsibility of the Superintendent not the Board except that a public complaint filed against the Superintendent is the exclusive responsibility of the Board President.
 - 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;
 - d. Confidentiality, 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,

- e. 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.

IMPLEMENTATION GUIDELINES & ASSOCIATED DOCUMENTS

- 1. This 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 9200, Harassment and Discrimination Prohibited

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.