



Use this form to provide additional details and/or attach additional information.

**PROCESS FOR RESOLVING CONCERNS**  
**Instructions For Use of the Public Complaint Form**

The public is encouraged to use this form when filing a formal complaint in the Washoe County School District. It is not to be used for allegations of bullying, harassment or discrimination of students or staff; Decisions regarding extracurricular or co-curricular activities; FERPA appeals of a student's educational record; and/or complaints related to IDEA. See the appropriate regulation for those processes.

**Statement of Concern** - Please attach a statement of concern, to include additional information

The District has established the following process for resolving concerns. See Administrative Regulation 1601 for additional information:

**Informal** This consists of informal discussion between the person(s) having a concern and personnel at the school or location of the concern. Most problems are resolved at this level. Individuals with concerns should bring them to the attention of the employee(s) and/or supervising staff. Timelines for resolution can be mutually established at that time. It is not necessary to complete this form if the individuals involved are attempting to resolve, or have resolved, a concern at this level. Concerns at this level are generally handled by the School Principal or Site Administrator.

**Formal** Formal complaints shall be processed in accordance with Administrative Regulation 1601. Concerns must be put in writing on the Public Complaint Form and either mailed or delivered to the appropriate administrator. Concerns at this level are generally handled by the appropriate Area Superintendent in the Office of School Leadership, a Department Head, or Office Chief.

The appropriate administrator will acknowledge receipt of the complaint of the concerned party within three (3) working days of receiving this form. After the administrator has conducted a thorough investigation, he/she will send a written report to all parties involved containing a recommendation for resolving the issue. It may take up to twenty (20) working days from the date the form was received in the District office until a resolution is proposed.

If these measures do not produce mutually satisfying results, you may file an appeal to the Superintendent or his/her Designee as outlined in Administrative Regulation 1601, Public Complaint Procedure.

**Appeal** Appeals shall be processed in accordance with Administrative Regulation 1601. Concerns at this level are generally handled by a Review Officer assigned by the Superintendent or his/her Designee.

If you have any questions regarding this process, please contact the Office of the Deputy Superintendent at (775) 789-4607 or (775) 348-0200.