



Administrative Form 1602  
PUBLIC COMPLAINT FORM

In accordance with Board Policy 1600, Public Complaint and Resolution Procedure, and Administrative Regulation 1601, Public Complaints – Response and Resolution Process, complete and submit this Public Complaint Form to file a formal complaint. See the reverse side for additional instructions.

**CONFIDENTIALITY SHALL BE MAINTAINED TO THE FULLEST EXTENT ALLOWED BY LAW**

Name of Person Making Complaint Home/Cell Phone Work Phone

Name of Child/Student (If Applicable) School

Complainant's Mailing Address City Zip

Complainant's E-Mail Address (if you consent to be contacted by email)

Please list/indicate what steps you have taken to resolve the concern. If you have not attempted to resolve this issue with the school principal, if appropriate, please do so before using this form.

I have talked with the teacher/employee Yes \_\_\_ No \_\_\_ N/A \_\_\_ Date \_\_\_\_\_

I have talked with the principal/supervisor Yes \_\_\_ No \_\_\_ N/A \_\_\_ Date \_\_\_\_\_

Signature of Complainant Date

Note to Individual Filing Concern: **Keep a copy for your reference.** Mail or deliver a copy to the Office of the Interim Superintendent, 425 East 9<sup>th</sup> Street, PO Box 30425, Reno, NV 89520-3425

**DO NOT WRITE BELOW THIS LINE – DISTRICT USE ONLY**

Date Received in District Office: \_\_\_\_\_

Resolution (Attach a copy of any resolution letter for filing purposes): \_\_\_\_\_

Signature of Administrator Date

Copies: School/Site Administrator; Office of School Leadership; Office of the Interim Superintendent

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 Interim Superintendent at (775) 789-4645 or (775) 348-0200.