



Responsible Office: Office of the ~~General Counsel~~Deputy Superintendent

BOARD POLICY 1600

PUBLIC COMPLAINT AND RESOLUTION ~~PROCEDURE~~PROCESS

PURPOSE

The Board of Trustees (Board) recognizes the need to establish a process whereby at 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.~~ 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~~about decisions of the Board;
~~and;~~
 - iii. The Public Complaint Process is the responsibility of the Superintendent, not the Board; ~~and~~
 - iii.iv. ~~except that a~~ A pPublic eComplaint may not be filed against the Superintendent for discretionary functions related to the

~~Superintendent's employment contract. is the exclusive responsibility of the Board President. If a Public Complaint is filed against the Superintendent: Boardsuch~~

- 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 ~~I~~informal ~~R~~resolution ~~p~~Process prior to any ~~F~~ormal ~~w~~Written Public Complaint ~~p~~Process must occur;
- ~~e.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;
- ~~d.e.~~ Confidentiality, ~~a~~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.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:
 - ~~1. Board Policy 9200~~Administrative Regulation 1601, Public Complaint and Resolution Procedure;
 - ~~a. Board Policy 9055, Officers and Duties of Board of Trustees; and~~
 - ~~b. Board Policy 9110, Meeting Protocols; and Harassment and Discrimination Prohibited.~~
 - ~~c. Administrative Regulation 1601, Public Complaint and Resolution Processdure.~~
 - ~~a.~~

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.
<u>TBD</u>	<u>9.0</u>	<u>Revised: updated and clarified language</u>