

**BOARD OF TRUSTEES  
CARSON CITY SCHOOL DISTRICT**

**REGULATION No. 903  
COMMUNITY**

**PROCESS FOR RESOLVING COMPLAINTS**

Parents, guardians, educators, and members of the public share the responsibility for the support and education of children. Effective communication and efficient resolution of conflicts are essential. The best solutions are those which involve input from those closest to the issues, typically, the parent, teacher and/or principal.

**Informal Resolutions:**

Most issues are resolved informally, typically through face to face discussions between the person having a complaint and the District employee and his or her supervisor at the school or other site where the issue has arisen. Such direct communication is encouraged, and most often will lead to an informal resolution, without the necessity of a formal written complaint to the District Office.

**Formal Resolutions:**

When efforts to resolve complaints informally at the school or other site are not successful, a person may formalize the complaint by putting it in writing by way of the District's Public Compliant Form and delivering it in person or by mail to:

The Office of the Superintendent  
1402 West King Street  
Carson City, Nevada 89703

When a Public Complaint Form is received at the District Office, it will be stamped with the date it was received, and the person making the complaint (the "Complainant") will be contacted in order to set a meeting with the Superintendent (or his or her designee) to discuss the matter.

Following such investigation, as the Superintendent deems appropriate, including a meeting with the Complainant, the Superintendent will issue a written response to the complaint. The written response generally will be provided within ten (10) working days of receipt of the complaint at the District Office.

Regardless of the outcome of the Public Complaint, no school-related retaliation or reprisal of any kind will be permitted against the student, person, or family making the complaint, unless the person(s) who made the report acted with malice, intentional misconduct, gross negligence, or intentional violation of the law.

If the Complainant is not satisfied with the Superintendent's response, the Complainant may request reconsideration or request that the matter be forwarded to the Board of Trustees for further consideration.

## **REGULATION No. 903 CONTINUED**

A request for consideration by the Board of Trustees should be in writing, set forth all new or additional information which the Complainant wishes the Board to consider (including the names of all District Staff and personnel involved, the names of any students or others who may be named by Complainant in any discussion of the matter), the specific reasons which are the basis for Complainant's disagreement with the Superintendent's response to the complaint, and the specific relief sought by the Complainant. Review of a matter by the Board will be at the discretion of the Board and in accordance with applicable law (including the Nevada Open Meeting Law, FERPA, etc.), and any agreements (including collective bargaining agreements) to which the District is a party, and which govern its actions. A request for consideration by the Board will not work to suspend or delay the implementation of a decision made by the Superintendent. Upon receipt of a written request, the Board may elect to discuss and act upon the matter, or refer the matter back to the Superintendent for further administrative action.

Although complaints may be raised during the Public Comment period of any meeting of the Board of Trustees, Complainants are advised that discussion may be limited, and no action can be taken during the Public Comment period. Complainants most likely will be referred back to the Superintendent or directed to follow the procedure set forth in this regulation. In making any remarks during the Public Comment period, all persons are asked to refrain from slanderous remarks, from violating the confidentiality or privacy rights of students or other individuals, including District employees, and to observe the time limitations imposed for Public Comment.

This regulation is not a substitute for the grievance processes set forth in the collective bargaining agreements between the District and its employee groups, nor is it a substitute for the processes set forth in the regulations governing student discipline.

Adopted: November 25, 2008

Revised: April 9, 2019