

POLICY FOR PROCESSING PUBLIC COMPLAINTS

1. The Board recognizes that parents/guardians have the right and the responsibility to represent their children, and that other citizens may have an interest in commenting on public education. Therefore, it is the obligation of the employees of the District to respond to the questions and concerns of the parents/guardians or the public.
2. The Board of School Trustees welcomes constructive criticism of the Lyon County School District intended to improve the quality of the educational program and related services by encouraging parent/guardian and citizen participation while protecting the rights of the District employees and students.
3. The Board as a governmental employer directs that District action relating to concerns against employees of the District fully comply with the procedures of NRS Chapter 391, the Negotiated Agreements, and the policies and regulations of the District which ensure due process of law.
4. In order to avoid potentially litigious situations, both District employees and concerned citizens should exercise discretion in discussing matters that may prove to be potentially libelous or slanderous in nature. A false statement of misconduct may be legally actionable if the maker of the statement knew it was false or if the maker recklessly makes the statement without adequate investigation to determine the truth or falsity of the allegation.
5. Any concern that deals with employees made directly to the Board of School Trustees or any member of the Board shall be referred to the Superintendent. Any matter brought to the attention of the Superintendent shall be referred to the Administrator with responsibility for the matter who shall address the concern.
6. This policy is not intended to constitute a complaint procedure for employees or their associations nor is it intended, for allegations of bullying, harassment, intimidation or discrimination of students/staff or other areas which are covered by specific District Policies which provide for a separate complaint procedure (see policy GBBC and GL).
7. Employee discipline proceedings are a personnel matter and are not a topic for public discussion. Disciplinary action, if any, is a matter between the employee and the supervising Administrator and will not be made public. In a like manner, concerns expressed by the community should be kept in confidence and the names of students, parents/guardians and the circumstances of the concern shall not be discussed with individuals not directly involved in the concern.
8. Any student disciplinary action to be taken as a result of the complaint process shall follow appropriate due process and confidentiality guidelines in protecting student rights.

**LYON COUNTY SCHOOL DISTRICT
PUBLIC COMPLAINT
PROCEDURE**

The following procedures are established to ensure that an individual citizen's complaint will be given serious attention by Lyon County School District administration. The rights of the complainant as well as students and school personnel are to be protected. Reprisal or retaliation, in any form, by any involved party shall not be tolerated.

1. It is vital every effort be made to resolve concerns at the lowest levels. Therefore, the complainant should make a reasonable effort to resolve the problem with those directly involved. If the complaint remains unresolved, the complainant shall be advised of the next step in the procedure.
2. If the complaint initially is made, by phone or in person, to the school site administrator, he/she shall: 1) send/give a complaint form to the complainant to be filled out in writing and returned to the administrator within 10 days; 2) inform those involved and/or named in the complaint. If at all possible, the administrator shall arrange a meeting within 10 school days with the complainant and school personnel who may contribute to the resolution of the complaint. If the complaint concerns itself with purported activity of a student who is not a child of the complainant, the administrator shall follow student due process and confidentiality guidelines in addressing the complaint with the student and his/her parent/guardian.
3. If, upon receipt of a written complaint, the administrator determines the complaint focuses on an issue, directive or policy above site level responsibility, he/she shall refer the complaint to the appropriate District level administrator for review/action.
4. If the complaint has been dealt with at the school site and the complainant disagrees with the actions taken and/or proposed resolutions, the complaint may be referred to the Deputy Superintendent. The Deputy Superintendent may handle the complaint personally or refer it to other appropriate District level administration. The written complaint shall be responded to in writing within ten working days.
5. If the complainant continues to disagree after having gone through the aforementioned process, he/she may request the Superintendent review the complaint. The Superintendent shall respond in writing to the written complaint within ten working days.
6. If the complainant believes the complaint is not satisfactorily resolved by the Superintendent, he/she may register the complaint, in writing, with the Board of Trustees setting forth the facts upon which it has been based, how the matter has been handled to this point and the relief sought by the complainant. The Board, at a regular or special meeting (in a closed session if required by NRS 241 et al), shall then review and address the complaint. Those who were a part of the complaint process must be duly notified as to this meeting and shall be afforded the opportunity to present testimony. The decision of the Board, which is final, shall be communicated to all involved parties in writing.

**LYON COUNTY SCHOOL DISTRICT
PUBLIC COMPLAINT FORM**

Name of complainant _____

Mailing address _____

Phone number _____ Email address: _____

Date of complaint _____

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 spoken to the teacher/employee. Date: _____

I have spoken to the principal/supervisor. Date: _____

Explanation of complaint: _____

Relief Requested or Proposed Resolution:

THIS FORM MUST BE RETURNED TO SITE ADMINISTRATOR WITHIN TEN DAYS

ADDITIONAL PAGES MAY BE ATTACHED

COMPLAINT FORM ACTION

Complaint Form received by: _____ Date _____

Complaint Form reviewed by: _____ Date _____

_____ Date _____

_____ Date _____

_____ Date _____

_____ Date _____

_____ Date _____

_____ Date _____

_____ Date _____

_____ Date _____

Additional information/comments:
