

**Board of Trustees  
Douglas County School District**

**COMMUNITY**

**Douglas County School District Complaint Policy and Resolution  
Procedures**

**1. Purpose**

The Douglas County School District ("DCSD") is committed to fostering a supportive and inclusive educational environment for all students, staff, and community members. This policy provides guidelines for filing, processing, and resolving complaints in a fair, efficient, and respectful manner.

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**2. Scope**

This policy applies to all members of the DCSD Community, including students, parents/guardians, staff, and community members, and to all complaints regarding, but not limited to:

- Discrimination, harassment, or bullying (including violations of Title IX and NRS Chapter 388).
- Violation of district policies, procedures, or practices.
- Concerns related to educational programs, curriculum, or services.
- Employee conduct or performance.
- Unsafe conditions or health and safety concerns.
- Other issues impacting the school community.

This policy exists to assist individuals with general issues that are not governed by another District resolution process. If, at any level of the complaint process, it becomes known to the District that there is a specific resolution process regarding the substance of the issue, the District may direct the individual to the appropriate resolution process and close the complaint.

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**3. Informal Resolution Process**

**3.1 Requirement for Informal Resolution**

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Prior to filing a formal complaint, the Complainant must participate in an informal resolution process. This process must be initiated within thirty (30) days of the incident giving rise to the complaint. Informal resolution may include:

1. Discussions between the Complainant and Respondent;
2. Mediation facilitated by a neutral third party, such as a school administrator or counselor; or
3. Any other method agreed upon by the parties to resolve the issue.

### 3.2 Failure to Resolve Informally

If the Complainant is not satisfied with the outcome of the informal resolution process or if the issue is not resolved within the 30-day period, the Complainant may proceed to file a formal complaint.

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## 4. Filing a Formal Complaint

### 4.1 Who May File

Complaints may be filed by students, parents, guardians, district employees, or community members. Complaints can be submitted individually or collectively.

### 4.2 How to File

Complaints must be submitted in writing or electronically, using the district's official Complaint Form, available online or at any district office. Complaints must be submitted to the Principal or the District Compliance Officer for the school at which the alleged incident occurred.

### 4.3 Required Information

The complaint must include:

1. The name and contact information, including a phone number and email address, of the Complainant.
2. A detailed description of the issue, including dates, locations, and persons involved.
3. Evidence or documentation supporting the complaint (if available).

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4. The resolution or outcome sought by the Complainant.

### 4.4 Limitations Period

Complaints must be filed within two (2) calendar years of the date of the alleged incident or occurrence that is the subject of the complaint. Complaints filed after this period will not be considered, except in cases where the delay in filing can be attributed to extenuating circumstances, as determined by DCSD.

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## 5. Tiered Complaint Process

### 5.1 Step 1: Principal

- The Complaint is first filed with the Principal of the school where the issue occurred. Within five (5) business days of receipt of the complaint, the Principal or a designee shall notify the Complainant that the complaint has been received.
- The Principal shall investigate and attempt to resolve the issue. During this investigation, the Principal may, but is not required to, do any of the following:
  - Arrange a conference with the Complainant regarding the particulars of the written complaint;
  - Review relevant documentation;
  - Question witnesses, including teachers, staff, students, or community members that may have personal knowledge or information regarding the particulars of the complaint; or
  - Take any other action reasonably deemed necessary to resolve the complaint.
- Within fifteen (15) business days of the Principal's receipt of the complaint, the Principal shall issue written findings and a proposed resolution of the complaint. In some cases, additional time may be needed to complete the investigation, in which case the Principal will provide regular updates to the Complainant.

### 5.2 Step 2: Principal's Supervisor

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- If the Complainant is dissatisfied with the resolution proposed by the Principal, the Complainant may file the complaint with the Principal's Supervisor ("the Supervisor") which filing shall include an explanation as to why the Complainant finds the Principal's proposed resolution unsatisfactory. Within five (5) business days of receipt of the complaint, the Supervisor or a designee shall notify the Complainant that the complaint has been received.
- The Supervisor shall review the findings of the Principal and investigate and attempt to resolve the issue. During this investigation, the Supervisor may, but is not required to, do any of the following:
  - Arrange a conference with the Complainant regarding the particulars of the written complaint;
  - Review relevant documentation;
  - Question witnesses, including teachers, staff, students, or community members that may have personal knowledge or information regarding the particulars of the complaint; or
  - Take any other action reasonably deemed necessary to resolve the complaint.
- Within fifteen (15) business days of the Supervisor's receipt of the complaint, the Supervisor shall issue written findings and a proposed resolution of the complaint. In some cases, additional time may be needed to complete the investigation, in which case the Supervisor will provide regular updates to the Complainant.

### 5.3 Step 3: Appeal to Superintendent

- a. If the Complainant is dissatisfied with the resolution proposed by the Supervisor, or if no resolution is reached, the Complainant may appeal the complaint to the Superintendent. The appeal may only be based on one or both of the following grounds:
  - i. A procedural error that significantly affected the outcome of the investigation, including, but not limited to, insufficient evidence to

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support findings, substantiated bias, or material deviation from established procedures; or

- ii. The existence of new evidence which was unknown or unavailable during the principal's or principal's supervisor's investigation that could substantially impact the response or resolution. The appeal must include a summary of such new evidence and an explanation of why it was unavailable at the time of the investigation and its potential impact.
- b. Before considering the appeal, the Superintendent shall determine if the appeal raises one of the permissible grounds for appeal listed above. If the appeal does not raise any permissible ground for appeal, the Superintendent shall notify the Complainant, within five (5) business days, that the appeal is denied and the basis for the denial.
- c. If the Superintendent determines that the appeal is permissible, the Superintendent shall limit review of the appeal to the investigation record and process, including the written findings of the Principal and Supervisor, and to any new evidence identified by the Complainant.
- d. The Superintendent has the discretion to schedule a conference with the Complainant or others involved in the investigation.
- e. The Superintendent shall grant or deny the appeal based on the specific grounds for appeal and may also remand the matter to the original investigator to consider new evidence.
- f. The Superintendent shall review the appeal and issue a written decision to the Complainant within thirty (30) business days of receipt of the appeal and shall provide a copy of the written decision to the Board.

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### 6. Confidentiality and Retaliation

- Confidentiality: The district will maintain the confidentiality of all parties involved to the greatest extent possible, consistent with the need to investigate and resolve the matter and with all applicable federal and state laws.

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- Prohibition of Retaliation: Retaliation against individuals who file complaints, participate in investigations, or oppose discriminatory practices is strictly prohibited and may result in disciplinary action.

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### 7. Recordkeeping

The district will maintain records of all complaints, investigations, and resolutions for a minimum of three (3) years, or longer if required by law. These records will be stored securely to protect confidentiality.

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### 8. Compliance

This policy complies with Board Policy 904: Public Complaints and Grievances.

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### 9. Policy Review

This policy may be reviewed by the Superintendent to ensure compliance with legal and regulatory changes.

Date Adopted: August 16, 2016  
Date Revised: March 20, 2025