

CLARK COUNTY SCHOOL DISTRICT REGULATION

R-1213.1

RESOLUTION PROCESS FOR CONCERNS RAISED BY PARENTS, GUARDIANS, AND COMMUNITY MEMBERS

The Clark County School District (CCSD) is committed to addressing all concerns raised by parents, guardians, and community members as expeditiously as possible. The following procedures shall be used to address those concerns.

I. INFORMAL RESOLUTION PROCESS

The majority of concerns can be resolved informally at the school or department level. All parents, guardians, and community members with concerns must first follow the informal resolution process set forth below:

- A. Except as otherwise permitted by Section I(B), an individual with a concern must first contact the CCSD employee closest to the matter. If the concern involves a specific classroom or program, the individual must contact the assigned teacher or other employee with the most direct connection to the concern.
 - 1. Upon receipt of a concern, the employee shall, within two (2) business days after receiving the concern, contact the individual raising the concern via phone, email, or virtually to discuss a resolution to the concern. When contacting the individual, the employee shall allow the individual to present their information and work to identify a mutually agreed-upon informal resolution. If the employee requires additional time to consider the issue and respond before attempting to identify a resolution, they shall provide that information to the individual, but in any event, except as otherwise provided in this section, the employee shall communicate their response within ten (10) business days after receiving the concern. If the employee is on an approved leave or on a school break, the timelines set forth in this section shall commence upon the employee's return to duty. If the employee will be on leave for more than ten (10) business days, the individual raising the concern may ask the employee's supervisor to assign an alternate employee to review it as set forth in Section IV(D).
 - 2. When addressing a concern, the employee shall adhere to applicable CCSD policies, regulations, procedures, and state and federal laws. In instances where specific policies, regulations, procedures, or laws do not provide direct guidance, the employee may exercise professional judgment to reach a reasonable, informal resolution with the individual raising the concern, based on the available information.

3. If a mutually agreed-upon resolution is reached, no further action is required from the employee.
 4. If a mutually-agreed upon resolution is not reached, the individual raising the concern may request to discuss the matter with the employee's supervising administrator as set forth in Section I(B).
 5. If a mutual resolution has previously been reached regarding the same concern, the employee may refer the individual raising the concern back to the prior resolution.
- B. If the concern is not resolved by contacting the employee, or if the individual reasonably believes that contacting the employee will not be productive, or if the concern pertains to the employee, the individual may bring the concern to a school administrator or the employee's direct supervisor.
1. Upon receipt of the concern, the administrator or supervisor shall, within two (2) business days after receiving the concern, contact the individual raising the concern via phone, email, or virtually, to discuss a resolution to the concern. In cases of approved leave or school breaks, the two-day timeline shall commence upon the employee's return to duty. When making contact, the administrator or supervisor shall allow the individual to present their information and work to identify a resolution.
 2. The administrator or supervisor shall verify that the initial response complied with CCSD policies and regulations, procedures, and applicable state and federal laws. In instances where specific policies or laws do not provide direct guidance, the administrator or supervisor shall review the initial decision to determine if it was reasonable and based on the information available at the time.
 3. Within three (3) business days after the initial contact, the administrator or supervisor shall notify the individual raising the concern of the outcome of their review, or inform the individual if they need additional time to consider the issue and respond.
 4. If a mutually agreed-upon resolution is reached, no further action is required from the administrator or supervisor. If no mutually agreed-upon resolution is reached, the administrator or supervisor shall provide the person raising the concern with the contact information of the appropriate School Associate Superintendent, region administrator, or department head.

- C. If the concern is not resolved by contacting the school administrator or the employee's direct supervisor, the individual raising the concern may request to discuss the concern with the appropriate School Associate Superintendent, region administrator, or department head.
 - 1. Upon receipt of the concern, the relevant CCSD administrator shall, within two (2) business days after receiving the concern, contact the individual raising the concern via phone, email, or virtually to discuss a resolution to the concern. In cases of approved leave or school breaks, the two-day timeline shall commence upon the administrator's return to duty. When making contact with the individual, the administrator shall allow the individual to present their information and work to identify a resolution.
 - 2. The administrator shall verify that the previous response complied with CCSD policies and regulations, procedures, and applicable state and federal laws. In instances where specific policies or laws do not provide direct guidance, the administrator shall review the initial decision to determine if it was reasonable and based on the information available at the time.
 - 3. Within three (3) business days after the initial contact, the administrator shall notify the individual raising the concern of the outcome of their review, or inform the individual if they need additional time to consider the issue and respond.
 - 4. If a mutually agreed-upon resolution is reached, no further action is required from the administrator.

II. FORMAL PROCESS - WRITTEN CONCERN

If a concern is not resolved in accordance with the informal procedures set forth above, the individual raising the concern may submit a written concern via the online customer service platform on the CCSD website, www.ccsd.net. Written concerns must be submitted within 180 calendar days of the date the individual knew or should have reasonably known of the incident that is the subject of the concern, and may only include information relevant to the original concern raised in Section I(A)-(C). If a written complaint includes any additional unrelated concerns that have not gone through the informal process, the individual will be directed back to the informal process outlined under Section I(A).

- A. Acknowledgment of Receipt; Determining if a Concern Qualifies for a Different Review/Appeal Process

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1. The Community Engagement Unit will monitor written concerns that are submitted. Within two (2) business days following the receipt of a written concern, the Community Engagement Unit shall provide the individual who submitted the concern with written acknowledgment of receipt of the concern and, if applicable, specify the date by which the individual can expect to receive a response from CCSD.
 - a. The Community Engagement Unit will verify that the individual who submitted the concern has already worked through the informal process described in Section I. If the individual has not worked through the informal process, the Community Engagement Unit will provide information regarding that process.
 - b. If the concern is subject to the written concern process outlined in this Regulation, the Community Engagement Unit shall promptly forward the concern to the appropriate Region Superintendent or Chief for review in accordance with Section II(B).
 - c. If the concern must be addressed and/or resolved via another review/appeal process outlined in CCSD policies and regulations, procedures, or state or federal law (see Section III), the Community Engagement Unit will notify the individual who submitted the concern that they may attempt to address the concern under that other process, and the concern will be closed.

B. Region Superintendent or Chief Conducts the First Review of Written Concerns

1. Within 15 business days of receipt of a written concern, the Region Superintendent or Chief shall engage in the following process:
 - a. The Region Superintendent or Chief will contact the individual who submitted the concern to schedule a conference to discuss the concern and, if necessary, provide a reasonable timeframe within which they expect to conduct an investigation and provide a written response. The conference may be conducted in person, by telephone, or virtually.
 - b. If the concern is resolved during the initial conference, the Region Superintendent or Chief shall provide a brief written response to the individual who submitted the concern.
 - c. If the concern is not resolved during the initial conference, the Region Superintendent or Chief shall conduct a formal review of the

concern, including, without limitation, reviewing any applicable witness statements, video(s), and/or other evidence; conducting interviews and/or consulting with any necessary CCSD personnel; reviewing any applicable statutes and regulations; and/or reviewing any applicable CCSD policies, regulations, procedures, and/or administrative guidance documents.

- d. When reviewing a concern, the Region Superintendent or Chief shall consider whether CCSD policies and regulations, procedures, and applicable state and federal laws were followed. In instances where specific policies or laws do not provide direct guidance, the Region Superintendent or Chief shall review the previous decision to determine if it was reasonable and based on the information available at the time.
- e. When the investigation is completed, the Region Superintendent or Chief shall provide a brief written response to the individual who submitted the concern, and provide electronic copies to any relevant CCSD personnel. The response shall include the remaining appeal rights outlined in Section II(C).

C. Appeal to Deputy Superintendent or Designee

1. If the individual who submitted the concern is not satisfied with the response of the Region Superintendent or Chief, the individual may, within five (5) business days of the date that the response is delivered, submit an appeal via the online customer service platform on the CCSD website. The appeal shall include a detailed explanation of the reason(s) why the individual disagrees with the response.
2. If the explanation is not sufficiently detailed for the Deputy Superintendent or designee to properly evaluate the concern, CCSD shall provide the individual who submitted the appeal with written notice to that effect. Within five (5) business days of the date that such notification is delivered, the individual may submit a supplemental written response to provide any additional details or information identified in the notice. In the event that the individual fails to provide a timely supplemental response, then the appeal will be deemed as being without merit, and CCSD shall provide written notification to that effect to the individual, along with a statement that the previous response constitutes CCSD's final decision in relation to the concern.

3. In its sole discretion, CCSD shall have the right to reject an untimely appeal. If an appeal is rejected for being untimely, CCSD shall provide written notification of such rejection to the individual who submitted the concern, along with a statement that the previous response constitutes CCSD's final decision in relation to the concern.
4. Upon receipt of a timely, sufficiently detailed appeal, CCSD shall forward the appeal to the relevant Deputy Superintendent, who may, in their sole discretion, either review the appeal and issue a final decision or refer the appeal to another qualified CCSD administrator with no direct involvement in the concern or the appeal to issue a final decision.
5. The Deputy Superintendent or designee, in their sole discretion, may review the appeal based on the information already submitted or may engage in additional discussions, conferences, or investigations.
6. Within 15 business days of receiving an appeal, the Deputy Superintendent or assigned administrator shall issue a final, binding decision on the appeal in writing. The decision shall be delivered via the online platform and U.S. Mail.

III. MATTERS THAT WILL BE REFERRED TO OTHER PROCESSES OUTLINED IN CCSD POLICIES AND REGULATIONS, PROCEDURES, AND STATE AND FEDERAL LAWS

There are cases when CCSD policies and regulations, procedures, or state or federal law establish a review/appeal process for concerns. In those cases, the concern will be redirected. For example, without limitation, the following are instances where other procedures and processes apply:

A. Personnel Matters

All personnel matters are handled through other processes in compliance with CCSD policies and regulations, procedures, state and federal law, and negotiated agreements.

While the public is welcome to provide information about possible employee misconduct, all information gathered in the process of investigating CCSD employees is confidential and will not be discussed, disclosed, or made public except as required by law.

In addition, the Board of School Trustees does not have the authority to discipline employees. Discipline is a right reserved to the Superintendent

and other administrators in accordance with applicable laws, CCSD policies and regulations, and negotiated agreements.

B. Law Enforcement Matters

Law enforcement matters are governed by the relevant provisions of state law, law enforcement agency policies, and CCSD policies and regulations. Complaints regarding the CCSD School Police Department can be filed via the CCSD Police Services website, www.ccsd.net/resources/contact-ccsdpd.

C. Student Discipline that Results in Suspension or Alternative Placement

As outlined in CCSD Regulation 5114.1, principals are the decision-makers regarding student suspensions. Appeals of student discipline that results in alternative placement are governed by CCSD Regulation 5114.2.

D. Discrimination based on Race, Bullying, and Cyberbullying

Discrimination based on race, bullying, and cyberbullying are governed by relevant provisions of state law (e.g., NRS Chapter 388) and CCSD Policy 5137.

E. Other Discrimination Matters (Sexual Harassment/Harassment, Hostile Environment, Retaliation)

Discrimination matters are governed by relevant provisions of state and federal law, as well as CCSD policies and regulations. More information on how to raise concerns of discrimination with the applicable CCSD office can be found in CCSD's Non-Discrimination and Accessibility Notice posted on the CCSD website, and in the legal notices that are made available to parents each school year and posted on the CCSD website.

F. Special Education Matters

Special education matters are governed by the relevant provisions of state and federal law and are outlined in the CCSD Special Education Procedures Manual and the Nevada Department of Education Special Education Rights of Parents and Children, which are posted on the CCSD website. Due process concerns can be filed with the CCSD Office of Compliance and Monitoring or with the Nevada Department of Education.

G. Legal Matters

Legal interpretations, communications, and directions by CCSD's Office of the General Counsel are not subject to review under this Regulation and will not be discussed or disclosed except as required by law.

IV. ADDITIONAL CONSIDERATIONS

- A. The Community Engagement Unit will outline a summary of the process set out in this Regulation, update it as necessary, and post it on the CCSD website.
- B. Chiefs and Region Superintendents are responsible for ensuring that the summary of the processes set out in this Regulation is made available to parents/guardians, and that principals, office staff, and teachers are made aware of the procedures.
- C. All CCSD employees should communicate with parents, guardians, and community members in the manner that is most convenient for the parent, guardian, or community member whenever possible (in person, via phone, or virtual).

If a consensus on the manner of communication cannot be reached, the CCSD employee will select the manner of communication, making an effort not to create an undue technological barrier for the individual who submitted the concern.

- D. In cases when an employee is on leave for more than ten (10) business days:
 - 1. If the concern is at the informal level, the individual raising the concern can call the school or department and ask for an alternate administrator to review the concern.
 - 2. If the concern is at the formal written level, the Community Engagement Unit will assign an alternate designee to handle the concern.
- E. CCSD will not re-review concerns that have already reached a formal conclusion. New concerns regarding a previously resolved matter will be closed with a reference to the original outcome.
- F. All CCSD employees, parents, guardians, and community members are expected to interact with respect and professionalism. The processes

outlined in this Regulation shall not be used to harass CCSD employees.

- G. Except as otherwise required by law, no participant may record any portion of any contact, discussion, conference, or investigation conducted as part of the concern process without the express consent of all participants.
- H. Concerns presented in relation to this regulation are confidential. They may include, among other things, confidential employment information and confidential personally identifiable student information. The concerns and associated documents may not be discussed with or disclosed to or by any individual who is not directly involved in the concern, except as required by law.
- I. CCSD shall save the written concern as well as the written responses and decisions issued by CCSD for three (3) years after the written concern is closed.
- J. An individual who has a concern about the Superintendent should contact the Trustee who represents the individual's district to discuss the concern and seek a resolution thereof. If a resolution is not reached, the individual may submit a written request to the President of the Board of School Trustees to discuss the concern and seek a resolution.
- K. Nothing in this regulation shall prohibit the Superintendent or their designee from investigating any matter brought to the Superintendent's attention at any level during this process.

V. RETALIATION

CCSD employees are prohibited from retaliating against anyone, including other employees, students, parents/guardians, or community members, for raising a concern in accordance with this Regulation. An employee's failure to comply with this section may subject them to discipline in accordance with the relevant provisions of any applicable law, CCSD policies and regulations, and/or any relevant negotiated agreement.

Review Responsibility:	Community Engagement Unit
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