
WASHOE COUNTY SCHOOL DISTRICT



Public Complaint Procedure (SUP-P005)

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

1.0 SCOPE:

- 1.1 This procedure describes the process in which the Superintendent's Office processes public complaints at the Washoe County School District.

2.0 RESPONSIBILITY:

- 2.1 Superintendent of Schools

3.0 APPROVAL AUTHORITY:

- 3.1 Superintendent of Schools

(Approval signature on file)

Signature

Date

4.0 DEFINITIONS:

- 4.1 NRS – Nevada Revised Statutes

5.0 PROCEDURE:

- 5.1 The following procedure is to be utilized by persons who have complaints or concerns. Discussion at all levels shall be courteous and constructive and will exemplify good customer service at all times.
 - 5.1.1 This procedure does not apply to decisions regarding extracurricular or co-curricular activities. The Superintendent or designee shall adopt procedures for appeals of those decisions.
- 5.2 Any time limits listed in this procedure may be waived with the mutual agreement of the parties involved.
- 5.3 Every effort will be made to resolve concerns at the lowest level closest to the concern feasible (e.g., employee, supervisor, etc.).
- 5.4 Prior to contacting the immediate supervisor, the complainant should make every reasonable effort to resolve the problem with the individual against whom the complaint is lodged.
 - 5.4.1 If the complainant remains unsatisfied after speaking to the employee involved, the complainant may request the name of the employee's supervisor and take the complaint to the supervisor.
 - 5.4.2 If a complaint comes first, by phone, in person, or in writing, to the principal/supervisor of the person that is the subject of the complaint, the supervisor will:
 - 5.4.2.1 Listen courteously and try to resolve the problem.
 - 5.4.2.2 Immediately inform the employee of the complaint, including the specific concerns.
 - 5.4.2.3 Give the employee the opportunity to comment, explain, and present facts in response to the complaint.

WASHOE COUNTY SCHOOL DISTRICT

Public Complaint Procedure (SUP-P005)

- 5.4.2.4 Suggest, if advisable, a conference between the complainant and the employee who is the subject of the complaint.
- 5.4.2.5 Inform the complainant of progress towards resolution of the complaint within five (5) days, or at another mutually established time.
- 5.5 The complainant may request written documentation of the resolution from the principal/supervisor.
 - 5.5.1 The principal/supervisor shall comply with this request within ten (10) days.
 - 5.5.2 No specific disciplinary action taken against an employee may be disclosed, as required by the negotiated agreement.
 - 5.5.3 The employee in question will receive a copy of any written documentation sent to the complainant and the principal/supervisor will keep a copy on file for one (1) year.
 - 5.5.4 If the complainant is dissatisfied with the actions taken by the supervisor, s/he shall be asked if s/he would like to complete a written Public Complaint Form (SUP-F002).
 - 5.5.5 If the parent requires assistance in completing the form, the principal/supervisor shall provide such assistance.
- 5.6 The form should be submitted in a timely manner. If submitted at the site level, it shall immediately be sent to the appropriate associate/assistant superintendent, along with any appropriate documentation.
 - 5.6.1 If the form is sent directly to the associate/assistant superintendent, a copy will be sent to the principal/supervisor.
- 5.7 The associate/assistant superintendent may handle the complaint personally, or refer it to other personnel. The associate/assistant superintendent may request additional information from the principal/supervisor as appropriate.
- 5.8 The complainant shall receive a written response within ten (10) working days, and a file copy shall be kept.
 - 5.8.1 The employee in question and his/her principal/supervisor will receive a copy of any written documentation sent to the complainant, and the principal/supervisor will keep a copy of the complaint and its response on file in his/her office for one (1) year.
- 5.9 If the complainant is dissatisfied after the above steps have been taken, the matter will be referred within fifteen (15) working days of receipt of response to the Superintendent.
- 5.10 The superintendent shall investigate the matter and shall respond in writing within ten (10) working days, and a file copy shall be kept. The Superintendent shall provide copies of his/her response to the complainant, to the principal/supervisor, and to the employee.
- 5.11 If the same or a similar problem occurs, during the current school year, the complainant will proceed from the point at which the original complaint was resolved.

WASHOE COUNTY SCHOOL DISTRICT

Public Complaint Procedure (SUP-P005)

- 5.12 The Superintendent or his/her designee may investigate any matter brought to his/her attention at any level during the process.
- 5.13 Disciplinary proceedings are a personnel matter and are not to be a topic for public discussion.
- 5.14 Disciplinary action, if any, is a matter between the employee and the supervising administrator and will not be made public.
- 5.14.1 In a like manner, complaints expressed by the community shall be kept in confidence and the names of students and parents and/or guardians and the circumstances of the complaint shall not be discussed with individuals not directly involved in the complaint.
- 5.15 Under no circumstances may an employee take any retaliatory actions or reprisals against a student or single out or ridicule a student because a Public Complaint Form has been filed.
- 5.16 An employee shall not discuss a public complaint with any student unless done so as part of the investigation in the presence of the appropriate administrator, and with the consent or accompaniment of the student's parent and/or guardian.
- 5.16.1 If the inappropriate employee behavior described above occurs, appropriate disciplinary action will be taken.
- 5.17 Individuals with complaints about actions of the Superintendent should meet with the Superintendent and attempt to resolve the complaint.
- 5.17.1 If the complaint is not resolved by meeting with the Superintendent, the individual with the complaint should contact the President of the Board of Trustees.
- 5.18 When a complaint against a school district employee is not resolved through the Public Complaint Procedure as detailed here, the complaint may be brought, within fifteen (15) working days from receipt of written notice of disposition, to the attention of the Board of Trustees, under the following conditions:
- 5.18.1 The complaint shall be in writing and signed by the individual or individuals registering the complaint.
- 5.18.2 The individual employee involved shall be advised of the nature of the complaint and given every opportunity for explanation, comment and presentation of facts, as s/he understands them.
- 5.18.3 The administration, the person who made the complaint, or the employee may request an executive session of the Board of Trustees for the purpose of a more complete study and discussion.
- 5.19 During the executive session to study a complaint, the Board of Trustees shall observe the following:
- 5.19.1 All individuals concerned shall be present for the purposes of presenting additional facts, making further explanations, and clarifying issues.
- 5.19.2 Rumors shall not be presented or discussed.

WASHOE COUNTY SCHOOL DISTRICT

Public Complaint Procedure (SUP-P005)

5.19.3 The Board of Trustees shall conduct the meeting in a fair and just manner.

5.19.4 The Board of Trustees may request a disinterested third party to act as a mediator in helping to reach a mutually satisfactory solution.

5.19.5 The employee may be represented by a person of his or her own choosing.

5.19.5.1 The complainant may be represented by a person of his/her own choosing.

5.20 Nothing in this procedure shall preempt any rights or procedures available to the employee pursuant to any relevant collective bargaining agreement or statute covering the employee.

5.21 This procedure is not intended to constitute a complaint procedure for employees or employee associations.

6.0 ASSOCIATED DOCUMENTS:

6.1 NRS Chapter 391: Personnel

6.2 Public Complaint Form (SUP-F002)

7.0 RECORD RETENTION TABLE:

| <u>Identification</u> | <u>Storage</u> | <u>Retention</u> | <u>Disposition</u> | <u>Protection</u> |
|----------------------------------|--|--------------------|--------------------|--|
| Public Complaint Form (SUP-F002) | Hard copies are kept on file at site locations and in personnel files in the Human Resources Dept. | Minimum of 5 years | Shredded | Standard file cabinets in secured office locations |

8.0 REVISION HISTORY:

| <u>Date:</u> | <u>Rev.</u> | <u>Description of Revision:</u> |
|--------------|-------------|---------------------------------|
| 9/4/08 | A | Initial Release |

*** End of procedure ***