

PUBLIC COMPLAINTS

The Board of Trustees welcomes the input of parents and citizens on ways in which school services to students can be improved. The Board expects prompt, considerate, and consistent treatment of all citizen concerns.

- A. The Board recognizes that parents/guardians have the right and the responsibility to represent their children and that other citizens have an interest in commenting on public education. Therefore, it is the obligation of District employees to respond to the questions, concerns, and complaints of the parents/guardians or the public.
- B. The Board welcomes constructive criticism of the NCSD intended to improve the quality of the educational program and related services by encouraging parent/guardian and citizen participation while protecting the rights of District employees.
- C. The Board, as a governmental employer, directs that District action relating to complaints against District employees fully comply with the procedures of NRS 391, the negotiated agreements, and the policies and regulations of the District, which ensure due process of law.
- D. 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.
- E. Individual Board members do not have the authority to resolve complaints. If approached directly with a complaint, however, Board members should listen to the complaint and show their concern by referring the complainant to the Superintendent or appropriate designee so that the problem may receive proper consideration.
- F. Parents/guardians of special education students are encouraged to follow appropriate regulations in order to resolve concerns. There are additional complaint procedures guaranteed under federal and state laws for parents/guardians of children with disabilities. Parents/guardians of special education students may contact the Director of Student Services for further information.
- G. Anonymous communications not related to child abuse will be ignored and destroyed. Anonymous communications will not be processed in accord with the procedure contained in this complaint policy.

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NEPN/NSBA Classification: KE

Legal Reference: NRS 391