

Elko County School District



Central Administrative Office

Telephone: (775) 738-5196 • Fax: (775) 738-0808
P.O. Box 1012 • Elko, Nevada 89803

Public Complaint Form Process for Resolving Concerns

(Instructions for use of the Public Complaint Form)

The Public Complaint Form is made available to parents, educators, and the general public and begins the process of bringing forward concerns. The intent is to resolve the concern as quickly and effectively as possible. The form may be accessed on the District's website at <http://www.ecsdnv.net/parent-forms>, but requires the user to make multiple copies in order to document progress and ensure timelines are followed. NCR forms are available at all school sites and the Central Office Administration Office in Elko.

Should you have questions about the form or the process, please contact the Superintendent's Office at 775-738-5196.

Because parents, educators, and members of the public share the goal of making school experiences rewarding for children, it is in the best interests of all parties to resolve school-related concerns as quickly and effectively as possible. The best solutions are those which involve input from those closest to the concern; typically, the parents and/or guardian, teacher, and/or principal. As we all have your child's best interests at heart, we appreciate the time you have taken in the completion of this form.

With that in mind, the District has established a process for resolving concerns which provides opportunities for resolution at several levels:

Level 1: This consists of informal discussion between the person having a concern and personnel at the school or location of the concern. Most problems are resolved at this level. Individuals with concerns should bring them to the attention of the employee (s) and/or supervising staff. Timelines for resolution can be mutually established at that time. *It is not necessary to complete this form if the individuals involved are attempting to resolve, or have resolved, a concern at this level.*

Level 2: Concerns must be put in writing on this form and either mailed or delivered to the appropriate administrator.

Steps for Reporting of Your Concern:

Level 1: Teacher/Employee

Level 2: Site Principal

Level 3: Elko County School District Director

Level 4: Elko County School District Superintendent

Level 5: Elko County School District Board of Trustees

The appropriate administrator will acknowledge the complaint of the concerned party within three (3) school days of receiving this form. After the administrator has conducted a thorough investigation, he/she will send a written report to all parties involved containing a recommendation for resolving the issue. Any complaints received at Levels 1, 2, 3, or 4 will be resolved within a ten (10) school day time frame.

If these measures do not produce mutually satisfying results, you may contact the Superintendent's office in order to proceed to Level 5 with the Elko County School District Board of Trustees.

Please make sure you make a copy for the School Site, Site Administrator, ECSD Director, and for the person filing the concern.

Date Received in District Office: _____

Public Complaint Form

Confidentiality Shall Be Maintained To the Fullest Extent Allowed By Law

_____	_____	_____
Name of parent/guardian/member of public	Home Phone	Work Phone
_____	_____	_____
Name of your child/student (if applicable)	School	Date
_____	_____	_____
Mailing Address	City	Zip

Please list/indicate what steps you have already taken to resolve this concern. **If you have not attempted to resolve this issue at Level 1, please do so before using this form.**

I spoke with the teacher/employee.	Yes	No	N/A	Date: _____
I spoke/met with the principal/supervisor.	Yes	No	N/A	Date: _____

Comments:

Statement of Concern not resolved at Level 1: (Please attach additional information as necessary.)

Desired resolution:

(Additional space as needed:)

Signature of parent/guardian/member of public: _____

Note to Individual Filing Concern: Keep one copy for your reference. Mail or deliver all other copies to the appropriate administrator, or, if not sure, to the ECSD Administrative Office, P. O. Box 1012, Elko, NV 89803.

DO NOT WRITE BELOW THIS LINE—SCHOOL USE ONLY

Resolution (Please attach additional information as necessary.)

Signature of Site Principal: _____ **Date:** _____

Signature of ECSD Director: _____ **Date:** _____

Signature of ECSD Superintendent: _____ **Date:** _____

Signature of Representative of Board of Trustees: _____ **Date:** _____