

Clark County School District
PUBLIC CONCERN FORM

(Please complete Sections I - III)

SECTION I

Name of Person Filing Form: _____
Mailing Address: _____
City/State/Zip: _____
Name of Student (if applicable): _____
Name of School (if applicable): _____

Date: _____
Home Phone: _____
Work Phone: _____
Grade Level of Student: _____

SECTION II

Please indicate what steps you have taken to resolve this concern:

	YES	NO	N/A	DATE
Talked/met with teacher	_____	_____	_____	_____
Talked/met with principal	_____	_____	_____	_____
Talked/met with other employees (please list)	_____	_____	_____	_____
Other/Comments:				

Bullying/Cyberbullying Allegation Routed to: _____
(List name/names here)

SECTION III

Please attach a separate sheet of paper to this form explaining the following:

1. Your concern
2. Your desired resolution

(This section for District use only. Do not write in this area.)

Date form received in District office: _____

Tracking Number: _____

Administrator(s) to
provide response:

Date response(s) due
to person filing form:

Status of
Resolution:

1. _____	_____	Resolved/Appealed
2. _____	_____	Resolved/Appealed
3. _____	_____	Resolved/Appealed
4. _____	_____	Resolved/Appealed

Notes:

1. All responses to Public Concerns Forms must make reference to the appropriate tracking number.
2. The contents of this form and concern shall be kept confidential. Information related to this concern shall be shared only with those employees who can help achieve a resolution.
3. Under no circumstances may an employee take retaliatory action against a student or ridicule a student because a Public Concern Form has been filed.

Distribution: White – Principal Yellow – Region Office

Pink – Community Services Department Goldenrod – Parent

PROCESS FOR RESOLVING CONCERNS

Because parents, educators, and members of the public share the goal of making school experiences rewarding for children, it is in the best interest 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 parent, teacher, and/or principal.

Informal Resolutions – Most problems are resolved informally. Such resolutions are usually the result of discussions between the person having a concern and an employee(s) and/or supervising staff at the school or location of the concern. It is not necessary to complete a Public Concern Form if the individuals involved are attempting to resolve concerns informally and progress is being made. Individuals with a concern are strongly encouraged to reach a resolution informally before completing a Public Concern Form.

Formal Resolutions – When efforts to resolve concerns informally do not produce satisfactory results, the person with a concern may formalize the complaint by putting it in writing and attaching it to this form, the District's Public Concern Form (CCF-660). ***The written concern and this form should be delivered or mailed to: Community Services Department, Clark County School District, 5100 W. Sahara Ave., Las Vegas, NV 89146 or send via email to PublicConcerns@nv.ccsd.net***

When the concern arrives, the District will : 1) assign a tracking number to the form; 2) date the form the day it is received; 3) indicate the date by which the person submitting the concern may expect to receive a response from the District; 4) indicate which administrator is responsible for responding to the concern; 5) send copies of the concern to the person assigned to respond and his or her immediate supervisor; and 6) send an acknowledgment of receipt of the concern and a copy of the Clark County School District Regulation – Public Concerns 1213.1 to the individual filing the form within two (2) working days.

The administrator responsible for responding to the concern will make contact with the person filing the concern within three (3) working days of the District's receipt of the form. After investigating the concern, the administrator will provide, in writing, to those involved his or her recommendation(s) for resolving the concern. This written response to the concern must be provided within eight (8) working days of the District's initial receipt of the concern.

If the initial written response is satisfactory, no further contact with the district is necessary on the part of the person filing the concern. If the response is unsatisfactory, the person filing the concern has the option of contacting the District's Community Services Department (702-799-5830) within five (5) working days of receiving the administrator's response to advise that the concern is still not resolved. The Community Services Department will then notify the next appropriate administrator in the chain of command that the concern is still unresolved. From the date of that notification, that administrator will have five (5) working days within which to provide a decision on the matter. If responses continue to be unsatisfactory, the concern may continue to be referred in this manner, with the same five (5) day time lines, until it reaches the superintendent. The superintendent may either issue a final decision in the matter, or refer the concern to an independent mediator. The final answer, from either the superintendent or the mediator, will be provided within ten (10) working days of the date the concern is referred to the superintendent.

If you have any questions regarding this process, you may contact the Community Services Department at 702-799-5830.