

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 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 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 and/or supervising staff at the school. It is not necessary to complete a Public Concern Form if the individual (s) 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 written concern and this form must then be delivered or mailed to: Innovations International Charter School of Nevada, 1600 E. Oakey Blvd., Las Vegas, NV 89104. Please send the letter attention administration.

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 school, (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, (6) send a copy of the concern to the school board president, (7) send an acknowledgement of receipt of the concern and a copy of the school's regulations 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 school's receipt of the form. After investigating the concern, the administrator will provide, in writing, to those involved his/her recommendation (s) for resolving the concern. This written response to the concern must be provided within eight (8) working days of the school's initial receipt of the concern.

If the initial written response is satisfactory, no further contact with the school 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 Governing Board members within five (5) working days of receiving the administrator's response to advise that the concern is still not resolved. The Governing Board 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 the response continues to be unsatisfactory, the concern may continue to be referred in this manner, with the same five (5) days time lines, until it reaches the Governing Board President. This individual may either issue a final decision in the matter, or refer the concern to an independent mediator.

The final answer, from either the Governing Board President or the mediator, will be provide within ten (10) working days of the concern is referred.