

STEVE SISOLAK
Governor

STATE OF NEVADA

REBECCA FEIDEN
Executive Director



STATE PUBLIC CHARTER SCHOOL AUTHORITY

**1749 North Stewart Street Suite 40
Carson City, Nevada 89706-2543
(775) 687 - 9174 • Fax: (775) 687 - 9113**

**2080 East Flamingo Road Suite 230
Las Vegas, Nevada 89119
(702) 486 - 8895 • (702) 486 - 5543**

February 28, 2020

MEMORANDUM

TO: Nevada State Public Charter Schools
Nevada Public School District Superintendents
Nevada Department of Education

FROM: Sara Jorgensen, Education Program Professional
Nevada State Public Charter School Authority (SPCSA)

CC: Rebecca Feiden, Executive Director
Nevada State Public Charter School Authority (SPCSA)

SUBJECT: Nevada State Public Charter School Authority Complaint Process

The Nevada State Public Charter School Authority is pleased to share with our education partners our newly revised complaint management process which will now be managed through an online tracking system. The SPCSA's intent is to communicate our complaint management process so partner organizations, if applicable, can direct potential charter school complainants to the appropriate Charter School or to the SPCSA.

Enclosed in this memorandum is our complaint management process. Please feel free to distribute this memo within your organization. In addition, our complaint management process and complaint submission link is located on our website, <http://charterschools.nv.gov/>, under *For Parents, Submit a Complaint*.

The SPCSA is committed to responding to stakeholders and addressing complaints in an organized, timely manner.

Nevada State Public Charter School Authority Complaint Process

PURPOSE

When a parent, legal guardian, student, an employee of a charter school or community member reaches out to the Nevada State Public Charter School Authority (“SPCSA”) with a complaint, concern or allegation, the SPCSA’s primary goals are to ensure that the charter school:

- a) addresses complaints, concerns and allegations that are directed to the school, including providing appropriate responses
- b) follows its charter contract; and
- c) has not violated any applicable laws

The tables below provide information regarding when a member of the public should direct their complaint, concern, allegation to the charter school versus the State Public Charter School Authority.

Table 1.1

Charter School Level Complaint

Contact the charter school for issues related to:

- School policies
- Enrollment
- Lottery
- Curriculum
- Class assignments
- Grades
- Assessment
- Promotion and retention
- Discipline
- Staff
- Student Programs
- School events

Table 1.2

SPCSA Level Complaint

Contact the SPCSA for issues related to:

- Charter contract violations
- Violation of law/regulation related to the management or operation of the charter school
- Health and safety, civil rights
- English Language Learners and Special Education programs
- Criminal activity
- Lack of response to the complaint you submitted directly to the school in a reasonable time period

Charter School Level Complaint Process

Complainants should use the charter school’s complaint policy outlined in the charter school’s Parent and Student Handbook to issue their informal/formal complaint, concern or allegation directly to the charter school per issues outlined in table 1.1 above.

SPCSA Level Complaint Process per [NRS 388A.395 – 388A.3975](#)

If the charter school does not satisfactorily address a charter school level complaint, concern, or allegation, or the issue relates to items outlined in table 1.2 above, a parent, legal guardian, pupil who is at least 18 years of age, an employee of a charter school or community member may direct their complaint, concern or allegation to the SPCSA. To initiate the SPCSA complaint process, submit your issue through complaints@spcsa.nv.gov or URL link, http://charterschools.nv.gov/ForParents/Submit_a_Complaint/. Once the complaint, concern, or allegation is received a SPCSA staff member will review the submission and may contact the complainant to ask questions surrounding the complaint, concern, or allegation. SPCSA staff will provide communication to the complainant during and after the issue has been investigated and/or closed.