

STATE COMPLAINT PROCESS FLOWCHART

State Complaint filed by individual or organization (i.e. parent(s) or agency)

Complaint number is assigned after it is determined the State Complaint procedures per Rule 51 or Rule 52 have been met per 92 NAC 51-009.11B-009.11B6 or 92 NAC 52-009.06 - 009.06B6

Complaint Investigator Lead checks to see if the Complaint meets the requirements

Yes

No

Complaint Investigator Lead contacts the complainant, shares complaint requirements and dispute resolution options.

A Contracted Complaint Investigator is assigned to work with the Complaint Investigator Lead:

- ❖ Determines issues and regulations that will be investigated
- ❖ Within 14 calendar days, district and complainant are notified of receipt of complaint and the substance of the complaint 92 NAC 51-009.11C1
- ❖ Letter of notification to the District requests documentation needed for the investigation, and information on mediation

Once complaint meets requirements

Within 14 calendar days of the District receiving their notification of the complaint the District needs to respond with requested documentation to the Complaint Investigator

Both parties agree to mediation

Right to mediate is waived by one or both parties

An agreement to Mediate must be sent to the Complaint Investigator (attached to the notification letter) highlighting which issues they intend to mediate

****Each issue is considered separately****

An agreement is reached for an issue(s)

An agreement is NOT reached for an issue(s)

Investigation continues within 60 calendar days of receipt of the complaint.

****Extenuating circumstances MAY extend the 60 day timeline, in that event an Extension of Timeline letter is issued**

Issue(s) withdrawn by the complainant.

A letter is sent indicating the issues withdrawn by the complainant

An Investigation Report is mailed to the District and the Complainant.