

## **Lyon County School District Board Memo**

**Date:** July 22, 2025  
**To:** Board of School Trustees  
**From:** Dr. Stacey L. Cooper  
**Re:** Updates Policy KL: Processing Complaint

---

### **Recommendation:**

That the Board of School Trustees review and approve the proposed revisions to Policy KL: Processing Complaints as a first reading.

### **Background Information:**

The Lyon County School District (LCSD) is updating its public complaint policy (Policy #KL), with the latest revision dated December 18, 2018. The original policy acknowledges the right of parents/guardians and other citizens to provide feedback and aims to improve educational programs while protecting the rights of district employees and students. Proposed changes clarify that the Board of Trustees welcome "constructive feedback" and encourage "parent/guardian and citizen advocacy." Any concerns against employees or students made directly to the Board or individual members will be referred to the Superintendent and further referred to the appropriate administrator or manager/supervisor for resolution. The policy specifies that employee and student disciplinary proceedings are confidential matters and not topics for public discussion.

### **Policy Overview:**

A significant addition to the policy is the introduction of criteria for "vexatious" and "repeated" complaints. District officials will only investigate complaints against employees or students that are based on factual information, not rumor, hearsay, opinion, or perception. The policy also ensures that no employee or student will suffer adverse consequences for asserting that a complaint is vexatious or repeated, and complainants will be informed in writing if their complaint is dismissed, along with the reasons for dismissal.

The administrative regulations for processing public complaints emphasize resolving concerns at the lowest levels first, and the adherence to a succinct timeline that honors collective bargaining agreements. If the complaint remains unresolved at the school level or is above site-level responsibility, it may be referred to the Deputy Superintendent. The Deputy Superintendent will respond in writing within 10 working days. Appeals of investigation conclusions can be made in writing within 10 working days of receiving the report.

### **Budget Considerations:**

There is no direct budget implication associated with these policy revisions.

### **Discussed at Previous Meeting:**

December 18, 2018

### **Attachment(s):**

Policy KL - Processing Complaints

***Mission Statement** Lyon County School District fosters learning for life, empowers connected learners, promotes student ownership, and encourages discovery learning for success in a rapidly evolving world.*