


How do I resolve a problem at my child's school?

CCSD encourages all families to develop strong, positive relationships with school staff so they can be effective advocates for their children. All families and community members have the right to express concerns regarding their local school. CCSD has outlined a process for you to talk with decision-makers at your school and, if necessary, central services. Our goal is to develop a satisfactory solution for all parties involved, whenever possible.


STEP 1: START WITH YOUR SCHOOL

If you have a problem at your child's school, including a concern related to the School Organizational Team, start by talking to your child's teacher or coach. From there, you can elevate your concern to the school administration if needed. You can look up your school's contact information [here](#). If your concern relates to a department within CCSD, call (702) 799-CCSD (2273) and you will be directed to the appropriate department.



STEP 2: SCHOOL ASSOCIATE SUPERINTENDENT

If you are unable to resolve the situation with your school's principal, you can speak with the School Associate Superintendent (SAS) who supervises your school. Your SAS will listen to your concern, and help navigate and solve the problem. Click [here](#) to look up your school's SAS.



STEP 3

In a situation where a resolution cannot be reached at the school or SAS level, CCSD provides a Public Concern process, which allows for a formal investigation of the issue and provides the person filling out the form with a written response of an investigation. You can fill out a Public Concern Form at ccsd.net. The process allows for a review of the situation by the SAS, the Chief Academic Officer, and, finally, the Superintendent. Any decisions made by the Superintendent are final.