



Ombudsman

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Dispute Resolution Process

Once a complaint is received, the Ombudsman will:

- Determine the complaint type:
 - A. Information request – Complainant will be given the needed information.
 - B. Referrals – Complainant will be given the contact information of a different department or agency that can provide resolution.
 - C. In-depth review – A signed parental consent form is required to conduct an in-depth review of a complaint using case specific files and information.

The Dispute Resolution process is as follows:

- Complainant fills out the complaint form to initiate the process.
- Ombudsman interviews the complainant.
- Ombudsman determines the complaint type.
- Ombudsman proceeds with dispute resolution based on complaint type.
- If an in-depth review is required, Ombudsman obtains a signed parental consent form to begin reviewing case-specific records, interviewing case-related individuals, consulting collaboratively with agency workers, attorneys and others to gain a full understanding of the issue.
- Ombudsman facilitates dispute resolution process by reporting findings to involved parties for a resolution outcome.