

Regulation — STAFFORD TOWNSHIP BOARD OF EDUCATION

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R 9100 PUBLIC RELATIONS

CHAIN OF COMMAND

Following is the procedure to be used for handling parents' complaints. This procedure outlines steps to be taken at all district levels, from Level One (teachers, coaches, etc.) to Level Four (the board of education.)

LEVEL ONE

Applies to teachers, coaches, and supervisors who have direct command of the concern or situation:

- Listen to the concern.
- Frame the issue by confirming that you understand the complaint.
- Acknowledge the existence of the problem, or deny the circumstances (Be truthful and sincere but direct.)
- Discuss options for resolving the problem and following up with agreed terms.
- Notify your supervisor of the complaint and your assessment of the validity of the concerns.

LEVEL TWO

Applies to supervisor of personnel (principals, supervisors, etc.):

- Upon receiving the call, confirm that the complaint has been taken to the proper individual for resolution before accepting any responsibility. If it has not been correctly routed, direct the complainant to the proper level.
- If the complaint has been handled in the appropriate sequence, then proceed with the same steps in Level One.
- Acknowledge that upon receiving the complaint in written form, you will conduct a fact-finding discussion with the employee you supervise and attempt to resolve the problem based on the facts you discover.
- Follow up with a written response to the complaint. It is important to keep a paper trail.
- Notify the superintendent of the complaint and the validity of the concerns.

LEVEL THREE

Applies to the superintendent:

- Repeat all the steps in Level Two.
- Notify the board of education of the complaint and the validity of the concerns.



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LEVEL FOUR

Applies to the board of education:

- Upon receiving the call, confirm that the complaint has been taken to the proper individuals (at all three previous levels) for resolution before accepting any responsibility. If not, direct the complaint to the proper level.
- Listen to the complaint with the awareness or understanding that no opinion can be expressed without having all of the facts from the parties involved. If the complaint is lengthy or the complainant lacks focus, ask that it be put in writing and accept responsibility for forwarding copies to all board members and the superintendent.
- Acknowledge that upon receiving the complaint in written form, you will conduct a fact-finding discussion with the superintendent and attempt to provide resolution based on the facts you discover.
- If the complaint is serious, place the issue on the board agenda for consensus building and a possible directive of resolution to the superintendent.

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