

Area Offices Resolution Protocol

Purpose

The purpose of the area outreach specialist is to improve customer service through the implementation of a system for handling constituent inquiries and concerns. The specialist seeks to remain objective in resolving constituent concerns fairly and will review the matter to ensure compliance with the school system policies, administrative procedures and protocols. Anyone can contact the Area Outreach Specialist to discuss or seek assistance in resolving a school or school-system related problem, concern, or complaint by phone, in writing or by email. All concerns and requests will be handled with professionalism.

Process for Resolving Issues through the Area Outreach Specialist

1. **Level One** - Entry level internal and external questions/concerns that can be resolved by (whoever receives the call) an Area offices assistant or Resolution Specialist. In cases that may involve the school, the assistant/specialist must confirm that there has been an attempt to handle the inquiry at the building level/principal. If the attempt has been made and there was no resolution then the inquiry should be then documented in the Area Resolution tracking system. Additionally, if there are repeated inquiries involving a specific school and/or department, these inquiries should be updated using the Area Resolution tracking system. The “Administrator Resolved” tab to close the inquiry.
2. **Level Two** - If a constituent calls for the same issue then it should be documented as a “concern”. All documented concerns should be forwarded to the Resolution Specialist using the tracking system. These concerns will be addressed by the specialist in collaboration with the appropriate person(s).

If a concern comes directly from the CEO’s office it is to be handled by the resolution specialist or the Instructional Director.

- The resolution specialist will contact the constituent within 48 hours (2 school days) to acknowledge receipt of the concern and complete the Service Request, if needed.
 - The resolution specialist will confirm that the constituent has attempted to resolve the issue or concern with the person or office most directly involved, when appropriate.
 - The specialist will review all relevant documentation and processes to facilitate a resolution. The specialist will contact the appropriate school or department administrator to inform them that a Service Request has been submitted and then determine how to resolve the problem.
3. The respondent and/or specialist will summarize the outcome of any meetings or

conferences, identify areas of agreement and document any remaining steps to address any issues still unresolved in the Area Resolution System. This response will be sent to the constituent in writing with ten (10) school days from the day of receipt of the constituent's concern. If an extension is needed, then the constituent will be notified in writing.

4. If a concern is not resolved satisfactorily, or the concern directly involves the principal, the constituent will be referred to the appropriate Instructional Director. If the constituent is not satisfied with the decision, the constituent may request in writing within five (5) school days that the matter be reviewed by the Associate Superintendent.

Area Resolution Service Request:

1. Schools and central office will inform constituents about the availability and use of the Area Resolution Service request through appropriate school and area office communication (i.e., website, newsletter, student handbook, etc.). The Area Resolution Service Request is available on the area offices website and can be accessed from any location where a constituent can use a computer. If the constituent needs any assistance with accessing or completing the Service Request, they may contact the appropriate Area Office.
2. All completed Area Resolution Service Requests will be accessible to area office staff via the automated Area Resolution tracking system. Respondents will have access to document the resolution and view the progress and status of the concern.

Area data will inform support for schools and used to improve collaboration with central office partners.