



Customer Service & Clerical Expectations

Define the problem	<ul style="list-style-type: none"> • Gather the facts – what you know and what you need to find out. • Check your facts and sources for accuracy. • Write a clear, objective description of the problem.
Determine who is most directly involved	<ul style="list-style-type: none"> • Initially include only those individuals who are at the point of concern and whose participation is necessary to solve the problem. For example, if your child is having a problem with a particular teacher, the problem at this point belongs only to you, your child and that teacher.
Meet with those most directly involved	<ul style="list-style-type: none"> • Calmly share, listen to, and acknowledge all points of view.
Restate the problem together	<ul style="list-style-type: none"> • Start by listing points of agreement. Move to the question that you need to address together.
Identify solutions and their consequences	<ul style="list-style-type: none"> • Offer and consider all options. Be flexible. • Discuss the potential outcome of each solution. • Eliminate solutions unacceptable to either party. • Choose the solution satisfactory to both parties.
Select a plan of action	<ul style="list-style-type: none"> • Determine what needs to be done, by whom and in what time frame. • Specify a means of assessing the outcome.
<p>Do both parties agree? If YES, follow the plan. The problem is resolved. If NO, consider directing concerns to the next level of authority.</p>	
Directing concerns to the next level of authority	<ul style="list-style-type: none"> • Involvement of the next level of authority may be necessary due to the complex nature of the problem; the need for additional resources; or due to disagreement over the most appropriate course of action. • This request for involvement of the next level of authority may be initiated by a phone call, a scheduled visit, or a letter to the person at the next level.
Summarize previous results	<ul style="list-style-type: none"> • Both parties should provide the person at the next level with a review of the outcome of the first meeting; the reasons for the contact with the next level of authority; and their recommendations.
Receive feedback	<ul style="list-style-type: none"> • <u>Within 10 working days</u>, all parties should receive a response that includes a strategy for dealing with the concern and a rationale to support all recommendations.
<p>If the parties do not agree, the Superintendent may address the problem solving process.</p>	