

CRU Staff Interview Guide:

Thank you for your time today. I would like to better understand the process for responding to parent complaints. We will discuss the procedures for receiving, categorizing and prioritizing calls as well as issuing a lawful response. For the purpose of this study, the interview focuses primarily on the Compliant Response Unit (CRU) and not additional duties and responsibilities of the Parent Resource network (PRN). Interviews are scheduled for one hour and we will leave the final 10 minutes to discuss strengths and areas of needed improvement as well as any additional comment or concerns that may have not been covered in the interview.

Introduction (5 min):

1. How long have you worked for the CRU?
2. Can you briefly share the function of the CRU?

Procedures for receiving, categorizing and prioritizing calls (15 min):

3. When a call comes in, what determines the category and priority assigned to the case?
4. How do you differentiate between an inquiry call (information) and a complaint call?
5. Is there a script or standard set of questions that guide your intake?
6. Who investigates a complaint?
7. How do you (what method) contact the appropriate personnel to investigate the complaint?
How is the information from the call conveyed?
8. How long (hour or days) do you allow for the support unit or other personnel to respond?
9. Who determines when a case is closed? Are you responsible for closing cases that you opened or can someone else close your case?
10. Is there a rule for closing out cases when a parent cannot be reached?
11. How do you determine when a case is closed?
12. Do you believe that the procedures manual provides adequate guidance for categorizing and prioritizing complaints?

Lawful Response (15 min):

13. Who determines the lawful response for a case?
14. How is the lawful response determined?
15. What information is included in the lawful response? Is the complaint included?
16. When is the lawful response sent? Who generates the letter?
17. Does the school, Support unit or any other department/unit involved receive a copy of the lawful response?
18. Is the Support unit or appropriate department in the case made aware of the type of lawful response that is selected?
19. Is staff properly trained in determining a lawful response?
20. Do you believe that the procedures manual provides adequate guidance for determining a lawful response?

Assignment of cases, staffing and oversight (7 min):

21. How are cases or calls assigned?
22. Do more than one member of the CRU work on a particular case?
23. How many times did you require the use of a translator or the language line?
24. Who is responsible for monitoring the cases (e.g., accuracy of the data, timelines) and lawful responses sent to parents?

Data system (8 min): While I understand you have shifted to a new data system, let's first talk about the previous system.

25. Was the system adequate for categorizing and prioritizing complaints?
26. Was the system adequate for communicating with other District personnel? (i.e., support units)
27. Is the new system adequate for categorizing and prioritizing complaints?
28. Is the system adequate for communicating with other District personnel? (i.e., support units)
29. Did you have any input in the design of the new program?
30. Do you have access to the Welligent IEP system?

Final comments (10 min): Let's talk about some positives and areas of needed improvement.

31. In your opinion, what are one or two strengths of the current process for handling and responding to parent complaints?
32. In your opinion, what are one or two areas that could be improved?
33. Do you believe the CRU helps the District resolve parent complaints without the need for external complaint and due process mechanisms?
34. Do you have any final comments or concerns you would like to share?