

Support Unit/Support Staff Interview Guide:

Thank you for your time today. I would like to better understand the process for responding to parent complaints referred from the Complaint Response Unit (CRU). We will discuss your role as well as the overall process for responding to and investigating parent complaints.

Introduction (10 minutes):

1. Can you briefly share your role in responding to the complaints forwarded by the CRU?

Procedures for responding to and investigating complaints (30 min):

2. How are you made aware of complaints?
3. Do you believe the information provided (CRU case notes) regarding the complaint clearly and accurately reflects the issue(s)?
4. Do you believe the case clearly and accurately reflects the category and priority assigned to the case?
5. How do you differentiate between an inquiry call (information) and a complaint call?
6. Who investigates a complaint?
7. How do you (what method) communicate between schools, parents and members of the CRU?
8. Is there a specific time (hour or days) you are allowed to investigate a complaint prior to responding to the CRU? Do members of the CRU contact you during this time?
9. Who determines when a case is closed?
10. How are you aware of the timelines for cases?
11. What challenges do you face in investigating complaints (i.e., school, parent, CRU, other departments)?

Lawful Response (20 minutes):

12. Who determines the lawful response for a case?
Probe - If they do –
How is the lawful response determined?
What information is included in the lawful response?
When is the lawful response sent?
Probe – If not,
Do you believe it would be appropriate for the lawful response be issued by the Support Unit or another dept?
Do you have any input into the lawful response?
13. Does your department (i.e., Support Unit) receive a copy of the lawful response?
14. Do you have input in selecting the type of response (one of the four, particularly, when the case was investigated and complaint was unfounded)?

Data system (10 minutes): While I understand the CRU has shifted to a new data system, let's first talk about the previous system.

15. Was the system adequate for categorizing and prioritizing complaints?
16. Was the system adequate for communicating with the CRU and other District personnel? (i.e., support units, departments)
17. Is the new system adequate for categorizing and prioritizing complaints?
18. Is the system adequate for communicating with the CRU and other District personnel? (i.e., support units)

Other issues (10 minutes):

19. Do you feel the CRU process for responding to parent complaints is effective in reducing the need for external complaints and due process procedures?
20. Have you experienced challenges with interpretation and/or the use of the language line when communicating with parents?
21. Do you receive any reports from the CRU regarding complaints filed for your local support unit and/or department, highlighting trends or schools that may need additional remediation?
22. While the CRU complaint process is only one avenue for receiving parent complaints, could you say what percentage these calls comprise in the overall parent calls/complaints you receive?

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

23. In your opinion, what are one or two strengths of the current process for handling and responding to parent complaints?
24. In your opinion, what are one or two areas that could be improved?
25. Do you have any final comments or concerns you would like to share?