

CRU Director 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 90 minutes, 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 (10 minutes):

1. Can you briefly share your role in overseeing the CRU? How long have you been supervising the CRU?
2. Can you describe the function and responsibilities of the CRU?

Procedures for receiving and responding to complaints (15 minutes):

3. When a call comes in, what determines the category and priority assigned to the case?
4. Who investigates a complaint?
5. How long (hour or days) is allowed for the support unit or other personnel to respond?
6. Who determines when a case is closed?
7. When are cases closed?
8. How are timelines kept?
9. Do you believe that the procedures manual provides adequate guidance for receiving and responding to complaints?
10. Do you believe the staff is adequately trained to receive and respond to parent complaints?

Lawful Response (15 minutes):

11. Who determines the lawful response for a case?
12. How is the lawful response determined?
13. What information is included in the lawful response?
14. When is the lawful response sent?
15. Does the school, support unit or any other department/unit involved receive a copy of the lawful response?
16. Do you believe the staff is adequately trained to provide parents a lawful response that represents the District's legal obligation?

Assignment of cases, staffing and oversight (15 minutes):

17. How are cases or calls assigned?
18. Does more than one member of the CRU work on a particular case?
19. Have you had challenges with interpretation or using the language line?

20. Who is responsible for monitoring the cases (e.g., accuracy of the data, timelines) and lawful responses sent to parents?
21. Are there quality assurance procedures to ensure accurate reporting of cases, data maintenance and lawful responses?
22. Do you have any current staffing needs?

Data system (15 minutes): While I understand you have shifted to a new data system, let's first talk about the previous system.

23. Was the system adequate for categorizing and prioritizing complaints?
24. Was the system adequate for communicating with other District personnel? (i.e., support units)
25. Is the new system adequate for categorizing and prioritizing complaints?
26. Is the system adequate for communicating with other District personnel? (i.e., support units)
27. Was input and feedback from the CRU staff members included in the design and development of the new system?

Other Issues (10 minutes):

28. Do you feel the CRU process for responding to parent complaints is effective in reducing the need for external complaints and due process procedures?
29. Do you provide reports from the CRU regarding complaints filed to the local support unit and/or department, highlighting trends or schools that may need additional training or remediation?

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

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