

## **OIM Interview Guide – August 2016**

### **SFSS Complaint Management System Interview Guide**

Thank you for your time today. We would like to better understand the process for responding to and resolving parent complaints. We will discuss the procedures for receiving, categorizing, and prioritizing calls as well as issuing a lawful response. We will also discuss some specific call types to better understand the effectiveness of the data system.

#### **Introduction –**

Can you briefly describe your role with the SFSS complaint management system/hotline?

#### **Procedures for receiving and responding to calls and complaints –**

1. When a call comes in, what information is collected?
  - a. Is there a guide or script that is used?
  - b. Are there guidelines that establishes a minimum set of information gathered during the initial intake?
  - c. Are there guidelines that limit the information you can include in an intake?
2. When a call comes in, how is the category and priority of the case determined?
3. Who investigates a concern or complaint?
4. How long is allowed for a support unit/SESC or other personnel to respond?
5. Who determines when a case is closed? Are there guidelines for closing cases when parents do not call back or respond to your calls?
6. What kind of training was provided for receiving and responding to complaints?
7. Do you believe that the procedures manual provides adequate guidance for receiving and responding to complaints? Do you maintain a copy of the procedures manual on hand?
8. Do you believe staff is adequately trained to receive and respond to parent complaints?

#### **Lawful response -**

9. Who determines the resolution category? (Inquiry/concern/complaint)
10. If the investigation reveals a complaint is unfounded, does the resolution category change to an inquiry or concern?
11. Who determines whether a lawful response is required?
12. What information is included in the lawful response?
13. Who receives a copy of the lawful response?
14. What kind of follow up is done to ensure the lawful response is implemented?
15. Do you believe staff is adequately trained to provide parents a lawful response that represents the district's legal obligation?

#### **Assignment of cases, staffing and oversight –**

16. How are cases or calls assigned?
17. Who is responsible for monitoring the cases, for accuracy of the data, timelines, and providing lawful responses?
18. What quality assurance procedures are in place to ensure accurate reporting of cases, data maintenance, and lawful responses?

**Data system –**

19. Is the system adequate for categorizing and prioritizing complaints?
20. Is the system accessible to personnel at school sites, local SESC, and other departments?
21. What reporting capacity does the system contain and how are data used?

**Other –**

22. How are calls from parents whose children attend independent charter schools investigated and processed?
23. How are calls alleging violations of district policies unrelated to special education, such as informal suspension or bullying, investigated and processed?
24. In your opinion, what are the 1-2 strengths of the current process for handling and responding to parent complaints?
25. In your opinion, what are 1-2 areas that could be improved?
26. Any additional comments?