

## STANDARD OPERATING PROCEDURE CONCERNS AND HOTLINES

**PURPOSE:** To provide guidance for elevating parental concerns to the DSO and for responding to Hot Line complaints or requests.

### **PROCEDURES:**

#### Concerns

1. If a concern is received at the DSO, the individual will be asked if s/he has met with the teacher and the principal. If that has not occurred, the complainant will be asked to set up such a meeting, and the school will be contacted to help facilitate this meeting.
2. If the parent has already met with the teacher and principal, the complaint will be accepted by the Chief of Staff at the DSO. Resolution will be sought at this level to the extent possible.
3. Concerns will be tracked using Attachments 1 & 2.
4. If a concern is elevated to the Superintendent, the person will generally be asked to provide a synopsis of the concern in writing.
5. After a complaint has come through the chain of command and has been addressed at the DSO level, the Chief of Staff will call or email the principal to share the information that has been provided and will indicate what steps the DSO has suggested to the person to bring closure to the concern.
6. The DSO will do follow-up with each complainant to ensure that closure has been reached regarding the concern.

#### Hot Line:

1. Hot Line requests may be received by the DoD, DoDEA, or DoDDS-E and forwarded to the District Superintendent's Office or may be received directly at the DSO
2. If the Hot Line request is pertinent to any particular school, the request will immediately be forwarded to that school.

3. It is the responsibility of the DSO and the school to provide the technical or factual information to the Area Office who will forward it and formalize the response to the inquiry, if applicable.
4. A response turnaround time will be established by DoD, DoDEA, or DoDDS-E for the DSO to complete and report an investigation.
5. The DSO will send the response on to the DoDDS-E or DoDEA, if applicable.
6. E-mail should be the primary tool of communication when dealing with Hot Line inquiries. Faxing will be the secondary tool for forwarding information.

**CONTROLS:**

1. Inquiry Form (attached)
2. Complaint Log (attached)
3. E-mail message logs
4. DSO Files



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