

# **PURE** *TIP SHEET* The chain of accountability

The following steps are based on the process carried out by the STAFF and BOARD of the Sherrard Community Unit School District in Sherrard, IL as reported in the *American School Board Journal*, May 2006.

Parents can use this tip sheet as a guide to consider if your concerns and issues are being addressed in an appropriate and professional manner by the staff, LSC, and board for your school.

## **Level one**

This set of steps is for the *teachers, coaches, and supervisors* who have direct command of the concern or situation.

1. Listen to the concern.
2. Frame the issue by confirming that you understand the complaint.
3. Acknowledge the existence of the problem, or deny the circumstances. (Be truthful and sincere but direct.)
4. Discuss options for resolving the problem and following up with agreed terms.
5. Notify your direct supervisor of the complaint and your assessment of the validity of the concerns.

## **Level two**

This set of steps is for **supervisors** of the personnel involved (athletic directors, principals, directors, etc.)

1. When you are contacted by some one with a concern, make sure that the complaint has already been taken to the proper individual for resolution, that is, the person at **level one** or any other person directly involved in the situation.
2. If this has not been done, tell the person to take his or her concern to the proper level.
3. If the complaint has been taken up with the appropriate person and there has been no resolution, then proceed, using steps 1 and 2 in Level one.
4. Ask for the complaint in written form. Agree that, as soon as you receive a written complaint, you will conduct a fact-finding discussion with the employee you supervise and attempt to resolve the problem based on the facts you discover.
5. Follow up with a written response to the complaint. It is important to keep a paper trail.
6. Meet again and follow steps 3, 4, and 5 in level one.

## **Parents United for Responsible Education (PURE)**

100 S. Morgan Street Chicago, IL 60607 Tel. 312/491-9101 Fax: 312/491-9404 pure@pureparents.org www.pureparents.org

### **Level three**

This is the superintendent/chief executive officer level.

1. Repeat all the steps in Level two
2. Notify the Board of education of the complaint and the validity of the concerns.

### **Level four**

This applies to the Board of Education

1. When the Board is contacted, confirm that the complaint has been taken to the proper individuals (at *all three previous levels*) for resolution before accepting any responsibility. If not, direct the complaint to the proper level.
2. Listen to the complaint without providing an opinion. If the complaint is lengthy or the complainant lacks focus, ask that it be put in writing and accept responsibility for forwarding copies to all board members and the superintendent.
3. Acknowledge that, as soon as you receive the complaint in written form, you will conduct a fact-finding discussion with the superintendent/CEO and attempt to provide resolution based on the facts you discover.
4. If the complaint is serious, place the issue on the board agenda for consensus building and a possible directive of resolution to the superintendent.

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