

## CONSTITUENT SERVICES

### I. PURPOSE

To establish a standardized process for responding to constituent requests escalated to a board member for resolution.

### II. SCOPE

This policy applies to requests received from constituents.

### III. DEFINITIONS

Constituent – an individual who is a member of the Shelby County community or who is represented by an elected Shelby County Schools Board of Education member.

Constituent Services – system of accountability that ensures elected school board members are accessible and that District management is responsive to addressing the needs of constituents.

Service Request – an inquiry from a constituent for information or assistance with a complaint and/or concern about the operations of Shelby County Schools.

### IV. POLICY STATEMENT

Individuals elected to serve as members of the Shelby County Schools Board of Education act on behalf of the public and have a responsibility to respond to service requests received from constituents regarding the District. While the Board is responsible for ensuring that constituent concerns are addressed, its role is to provide governance and oversight authority and shall not involve itself in management issues that resides in the purview of the Superintendent.

It is therefore the policy of the Board to efficiently and effectively respond to all constituent service requests escalated to the board level in accordance with applicable federal and state laws and board policies.

The Board authorizes the Superintendent to develop guidelines under which constituent service requests are addressed under this policy. Such guidelines shall at a minimum

- allow for input from board members;
- include a process for assessing, categorizing, and tracking constituent requests for information or assistance;
- maintain accurate documentation of constituent inquiries and District resolutions;
- provide feedback to appropriate board member(s) on resolution of constituent inquiry; and
- provide quarterly reports on constituent requests, resolutions, and trends

#### Service Requests from Employees

Complaints/concerns from an employee regarding employment-related issues shall be addressed in accordance with the policy on Employment-Related Complaints and Grievances (4055) or other established grievance procedures.

## **V. RESPONSIBILITY**

A. Individual Board members are responsible for being familiar with all Board policies and for appropriately advising constituents who have inquiries for information or assistance regarding a complaint and/or concern of the appropriate chain of command for having inquires addressed.

B. The Superintendent is responsible for ensuring that this policy is followed.

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Legal References:

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Cross References:

1. 4055 Employment-Related Complaints and Grievances

