

**EE-3**

**Policy Type: Executive Expectations**

*Engage all families, recognizing the power and responsibility of parents and caregivers to derive success for students*

*Strengthen connections with the entire community to support all areas of student growth*

## **Treatment of Parents, Students and Citizens**

With respect to treatment of parents, students and citizens, the Director shall not cause or allow conditions, procedures, actions or decisions which are unlawful, unethical, unsafe, disrespectful, disruptive, undignified or in violation of Board policy.

Accordingly, the Director must:

1. Use methods of managing information that protect confidential information.
2. Provide and communicate a process for the effective handling of constituent matters, including but not limited to comments, complaints, requests and questions from parents, students and citizens. For any constituent matter received by Board members and referred to the Director, the Director shall:

Within one (1) business day, acknowledge to the referring Board member(s) receipt of the constituent matter; and

Within five (5) business days, determine action steps for addressing the constituent matter and advise the referring Board member(s) on the proposed action steps; and

Within ten (10) business days, resolve the constituent matter or declare it unresolvable, and provide a written response to the referring Board member(s) explaining the disposition of the matter and articulating the relevant Board or administrative policies that factored into any decision(s).

3. Establish policies and procedures to ensure organizational compliance with all federal and state laws, including those dealing with ethnic, gender, disability, religious and age discrimination.
4. Maintain an organizational culture that treats all stakeholders with respect, dignity and courtesy and that includes:
  - open, honest and effective communication in all written and interpersonal interaction;
  - respect for others and their opinions;
  - focus on common organizational goals as expressed in Board **Ends** policies.

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5. Involve parents, students and citizens in important issues that impact them directly.
6. Provide direct written notice to parents, students and citizens informing them about decisions that will affect them — including but not limited to school sitings, program changes, school assignments and calendars —in order to solicit their input before administrative decisions are made and prior to proposals being submitted to the Board.
7. Take reasonable steps to inform stakeholders of these policies that affect them.

Adopted: 4/22/03

Amended: 8/12/03

Changed to Executive Expectations 10/12/04

Reviewed: 1/25/14

Adopted: 7/08/14

Amended: 8/19/14

Adopted: 9/9/14

**Monitoring Method:** *Internal report*

**Monitoring Frequency:** *Included in MNPS Achieves Reports*