

SECTION: SCHOOL REFORM
COMMISSION

TITLE: CONSTITUENT SERVICES

ADOPTED: October 5, 2011

REVISED:

THE SCHOOL DISTRICT OF PHILADELPHIA

<p>Pol. 011, 903, 906</p>	<p style="text-align: center;">010. CONSTITUENT SERVICES</p> <p>Section 1. <u>Purpose</u></p> <p>This policy seeks to define standards and outline processes for School Reform Commissioner service to constituents. As appointed officials acting on behalf of the public, Commissioners have an obligation to provide constituent services but, in doing so, should not involve themselves in problem resolution or management.</p> <p>It is the intent of the SRC that constituent services are provided through well-defined protocols that facilitate the ability of the district to resolve problems effectively and identify opportunities for systems improvement. The SRC recognizes that in order to guarantee fairness and equity, Commissioners should not confer special advantage on any employee, parent/guardian, student, vendor, or any other person or entity that is outside of the regular decision-making processes established by SRC policy or by the district. Rather, it is the intent of the SRC to ensure that the district has well-defined points of access for constituents, creates a culture of customer service, and responds to constituent requests.</p> <p>Section 2. <u>Handling Of Constituent Services</u></p> <p>To promote the effective, efficient, and transparent processing of constituent service requests from Commissioners, the SRC and Superintendent will put into place a system for constituent service with the following major features:</p> <ol style="list-style-type: none"> a. A protocol for handling constituent requests for information or assistance. b. A primary contact person in the SRC office to whom Commissioners will refer constituent service requests they receive. c. A form for documenting requests. d. An information management system for storing, tracking, categorizing, and analyzing requests.
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<p>Pol. 903, 906</p>	<ul style="list-style-type: none">e. A feedback process so that Commissioners know the resolution of requests.f. Oversight of the system by the Superintendent's designee, who handles priority requests and keeps the Superintendent informed of matters that require her/his attention.g. Periodic reports to the Superintendent and the SRC on constituent requests, their resolution, and patterns in requests.h. Periodic reports on system improvements made, in whole or in part, as a result of constituent service requests. <p>If the request is for information, the Commissioner shall provide the information, if known, or explain to the constituent where or from whom this information can be obtained. If the information request indicates a systems issue, then the Commissioner should refer the issue to the Superintendent.</p> <p>If the request is about district services or programs, the Commissioner shall ascertain whether the constituent has attempted to contact the appropriate district office and, if not, shall direct the constituent to do so. The Commissioner should also clearly explain to the constituent the difference between governance and management, outline the district's chain of command, and define the SRC's role in constituent services. The constituent should be invited to contact the Commissioner again if a timely response is not received from the district.</p> <p>If the request is for assistance in addressing an issue or problem, the Commissioner shall inform the requestor or complainant of the SRC policy for addressing the SRC at a public meeting and for making or filing a formal complaint. If the issue or problem is urgent, the Commissioner should refer the request to the Superintendent.</p> <p>Commissioners shall receive a written report from the Superintendent or designee for each constituent issue referred to the Superintendent. Such report shall include both the manner and timeframe in which the constituent issue was addressed. If the issue is significant or requires time to resolve, the Superintendent shall notify the Commissioner regarding the plans, steps taken, and timeframe for resolution.</p> <p>The Superintendent or designee is responsible for preparing periodic reports for the SRC showing:</p> <ul style="list-style-type: none">a. Request patterns (e.g., request type frequency, requestor distribution, etc.).b. Process metrics (e.g., close rates, cycle times, etc.).
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c. Efforts to improve the constituent service system.

The SRC and the Superintendent shall periodically review the effectiveness of the constituent service system and implement changes/adjustments to improve it.

References:

School Code – 24 P.S. Sec. 407

Home Rule Charter – 12-209

School Reform Commission Policy – 011, 903, 906