

- ✓ Parents
- ✓ Guardians
- ✓ Patrons

The Problem Solving Process

DICKINSON INDEPENDENT SCHOOL DISTRICT

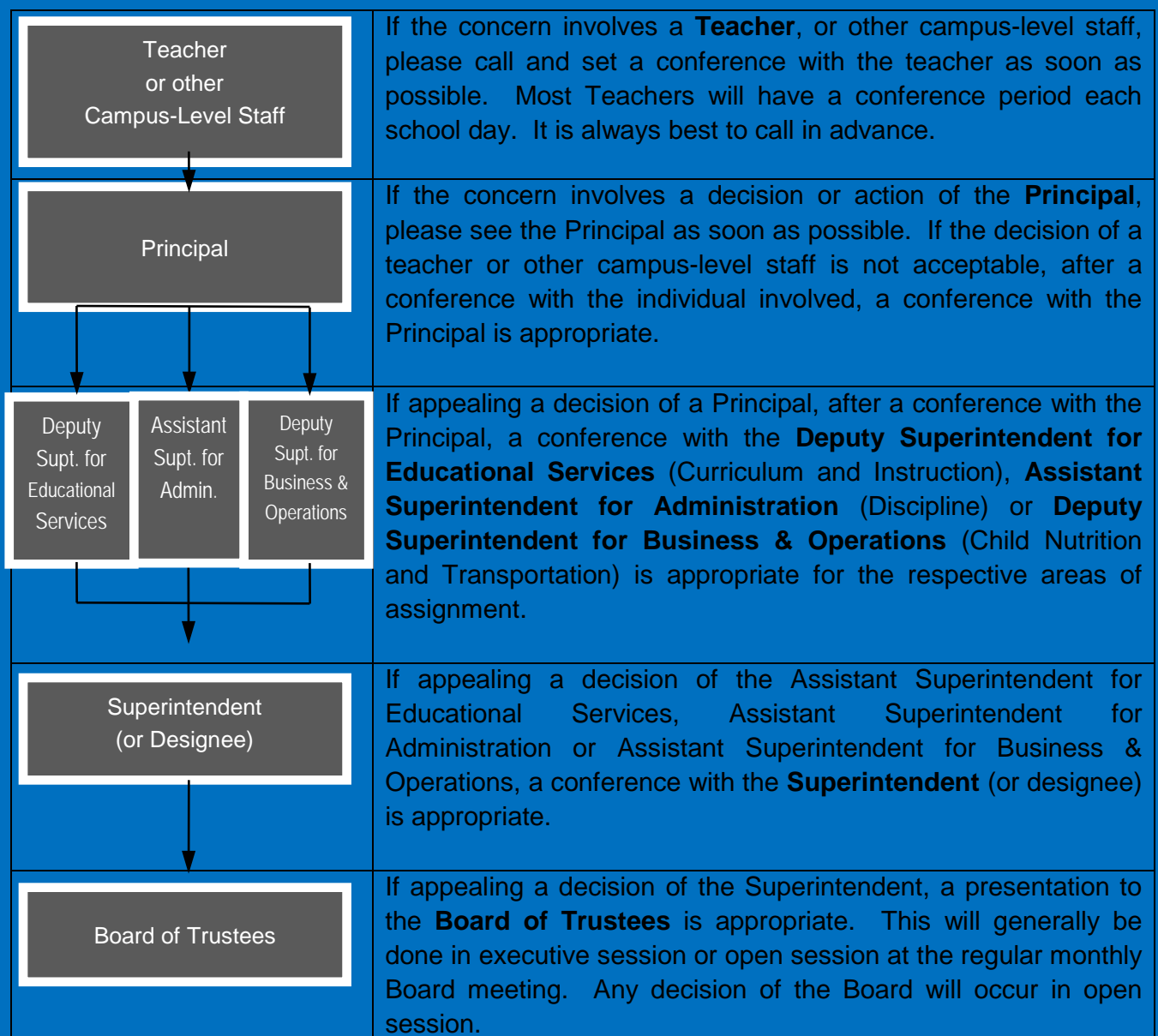


DICKINSON INDEPENDENT SCHOOL DISTRICT

Problem Solving Process for all Parents, Guardians, Patrons

The Board of Trustees and staff of Dickinson ISD truly wish that there would never be a problem or concern as we work to educate the children of the District. However, we also realize the “reality” of the situation is that there will occasionally be differences of opinion or even disagreements over methods, words used, discipline and/or instructions given in the course of day-to-day operations of the District. In order to address those concerns, please start with the process at the point closest to the problem or concern:

for example



It is assumed that the informal procedure for resolution of problems will be successful. The first step should generally occur within 15 calendar days of the event or series of events leading to the concern. Each appeal level should occur within seven days of the decision at the previous level.

If a more formal procedure is preferred, the concerned party may refer to the following Board Policies: FB, FMA, FNG, EFA, GA, and/or GF (please contact the Office of Public Information at 281-229-6080).

◀ **TRANSPORTATION CONCERNS**

If the concern involves the discipline of students on school buses or the day-to-day operation of buses, please contact the Director of Transportation. Appeals of her decisions shall be to the Deputy Superintendent for Business & Operations. The next appeal level will be to the Assistant Superintendent for Administration, then the Superintendent. The final appeal level is the Board of Trustees.

◀ **WHERE TO BEGIN**

It is the goal of the District to resolve any and all problems at the level closest to the problem and/or concern. Please direct your concern to the level closest to the concern. Otherwise, a delay could occur in redirecting the concern to the appropriate level.

◀ **RESPONSIBILITY OF BOARD OF TRUSTEES**

Members of the Board of Trustees have no individual authority or responsibility to address problems and/or complaints. The Board of Trustees is a policy-making group and its members have authority only when there is a convened and posted meeting of a quorum of the members and when action is taken by a majority vote of the members present. Unlike some elected positions which do have administrative authority and responsibility, members of school boards of trustees are not administrators. A citizen, parent or patron should not demand that an individual board member “take action” regarding a complaint. It is inappropriate, and possibly a violation of state law or Board Policy, for an individual board member to assume administrative responsibility for any complaint outside the role of a voting board member. Generally, complaints addressed to individual board members will be directed to the administration for handling. The Board of Trustees selects and employs the Superintendent as the chief administrative officer for the District. The Superintendent (or designee) is responsible for all recommendations for action to the Board of Trustees.

Phone Numbers

Superintendent	281-229-6022
Deputy. Supt. for Educational Services	281-229-6014
Asst. Supt. for Administration	281-229-6024
Deputy Supt. for Business & Operations	281-229-7270
Director of Transportation	281-229-7311