

PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS
Board of Education
Upper Marlboro, Maryland

1600
Policy No.

BOARD OF EDUCATION POLICY

COMMUNITY RELATIONS

Establishment of the Office of the Ombudsman and Ombudsman Services

The purpose of this policy is to provide a process to address concerns, problems, issues, complaints and questions by constituents for resolution and to facilitate systemic improvements by the periodic review of such matters.

The Board of Education, the Chief Executive Officer, and administrative units of the school system, routinely receive a large number of requests for information, issue resolution, appeals, suggestions, and follow-up from various members of the community. Many of these concerns are directed back to the CEO or his subordinates for resolution. The timely, efficient and courteous servicing of constituent concerns is a critical component to promote systemic improvement, inform constituents, and support the needs of the school district.

The Board of Education directs the CEO to establish the Office of the Ombudsman and administrative procedures to ensure that this policy is implemented. All employees of the school system are directed to cooperate with the Office of the Ombudsman. In order for the Ombudsman functions to be performed, it is essential that information furnished in confidence remain confidential.

Quarterly, or as may be requested by the Board, the CEO will present a summary to the Board which will include constituent request data, trends, conclusions and recommendations for improvement. The CEO's report to the Board will be provided electronically and include data and graphs portraying the results and processes involved. This report will contain the most current information, and will also include comparative data and trend analyses. Ombudsman Services responses will be included in the school system's monitoring and evaluation.

The Office of the Ombudsman will implement a process for system-wide constituent requests, which will accomplish the following:

1. Track and monitor the progress for responding to individual issues and requests;
2. Archive, categorize and analyze requests and responses;
3. Produce reports for analysis and review by the Board and CEO on a quarterly basis, unless otherwise requested by the Board; and
4. Periodically review cases to distill guidance for suggested changes to policy and/or administrative procedures.

The Office will endeavor to have:

1. All emails and letters acknowledged within five business days;
2. Phone calls returned immediately whenever practicable, and no later than two business days;
3. Human interaction used whenever possible, and the use of automated receptionist and voice mail minimized; and
4. A database of resolved issues that can be used to increase efficiency throughout the school district.

Policy Adopted
4/10/08

Policy Amended
6/14/12

Policy Amended
3/22/16