

BOARD MEMBERS  
AUTHORITY

BBE2  
(REGULATION)

<b>Objective</b>	<del>The objective of these procedures is to assist employees as they address requests received from Trustees and the Superintendent.</del>
<b>General Information</b>	<del>The Superintendent and the Board have established guidelines and procedures in order to reply in an efficient and timely manner to all requests received from Trustees and the Superintendent. All referrals from Trustees or the Superintendent are processed through the chief of staff's division; however, the request may be worked by any department or school. All referrals should be resolved using the procedures outlined in this regulation. [See References (a) and (b)]</del>
<b>Definition</b>	<p><del>For the purposes of this regulation, a referral is any verbal or written communication received from a Trustee or the Superintendent that requires action, such as requesting information or resolution of an issue. Referrals may be initiated as the result of questions or concerns from parents, students, employees, and community members and may include complaints expressing a grievance or dissatisfaction with the District, its services, practices, programs, or employees. Additionally, referrals may also include a request by a Trustee for data or a specific report. Last, referrals also include communications from federal, state, and/or local entities, received by either a Trustee or the Superintendent, requiring rerouting to the appropriate staff member.</del></p> <p><del>Communications from federal, state, and/or local entities containing personal information regarding an employee or student that does not require action (i.e., notification only) should not be considered a referral. These communications should be routed to the appropriate administrator under separate cover.</del></p>
<b>Procedures</b>	<del>Trustees should submit all requests to the Board Services Team Lead or designee. The Superintendent or designee should submit all requests to the chief of staff's office. Referrals may include verbal requests, e-mails, and written correspondence, including correspondence from a parent, student, employee, or community member that requires action. The procedures for responding to requests from Trustees or the Superintendent are as follows: [See BBE(EXHIBIT)-A]</del>
Documenting and Distributing Referrals	<del>The designated staff member enters each referral into the tracking database system to document and to monitor returned responses. The entry is routed to the appropriate "chief". An automatic alert is generated and sent via e-mail to the chief's secretary for follow-up. The chief is ultimately responsible for the resolution of each referral assigned to his or her division.</del>
Supporting Documents	<del>Original correspondence, when available, (i.e., letter, e-mail, fax) are sent electronically as attachments to each referral in the</del>

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	<del>system. Original correspondence will be provided to the assigned chief.</del>
<b>Responding to Referrals</b>	<del>It is expected that each referral be responded to within ten working days from the date the referral is logged, unless additional time is requested in writing and approved by the chief of staff or designee (<a href="mailto:COS@houstonisd.org">COS@houstonisd.org</a>).</del>
<b>Preparation of Referral Response</b>	<del>The designated staff member will respond to the referral according to the action requested. The chief's secretary or designated staff member will note response in the Action Taken field and upload supporting documents, if any, to close out the referral.</del>  <del>After the response is updated in the system, an electronic copy of the response is e-mailed to Board Services, who will then forward the response directly to a Trustee, if applicable. Additionally, Board Services will copy all Trustees if a response to a particular referral is applicable to the Trustees in general, or if the referral is a request for data or other general District information.</del>
<b>Pending and Outstanding Referrals</b>	<del>The chief of staff or a designee will follow up on all pending referrals older than ten days. A request will be made to close the referrals or to submit the status of outstanding referral(s) in the system.</del>
<b>Status Report</b>	<del>Each Friday, Board Services will provide a Weekly Status Report of pending and resolved Board referrals, which is provided to the chief of staff and Trustees reflecting the status of all referrals within his or her purview.</del>  <del>The first Monday of the month, the chief of staff's office will provide a summary report with the number of referrals for the month along with the average response time referrals are being closed out.</del>
<b>Consultation</b>	<del>This regulation does not require consultation.</del>
<b>Maintenance Responsibility</b>	<del>The senior manager, Office of the Chief of Staff, is responsible for maintenance of this regulation.</del>

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**REFERENCES:**

- ~~(a)—Board Policy BBE(LOCAL)~~
- ~~(b)—Board Policy BED(LOCAL)~~

**EXHIBIT:**

~~(1) — BBE (EXHIBIT) — A~~

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