

***Policy Type: Executive Expectations***

**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 may not:

1. Use methods of managing information that fail to protect confidential information.
2. Fail to provide and communicate a process for the effective handling of complaints.
3. Fail to 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. Fail to 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.
5. Fail to appropriately involve stakeholders in an advisory capacity in important issues which impact them directly.
6. Fail to provide timely notice to parents and students about decisions that affect them, especially program changes, school assignments and calendars.
7. Fail to 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

***Monitoring Method: Internal report***

***Monitoring Frequency: Annually in October***