Stakeholder contacts KCS with a concern.
• School
• Ombudsman Office
• Board Office
• Superintendent Office

Stakeholder completes Ombudsman Service Request (OSR).
• OSR is located on knoxschools.org and can be completed via any internet enabled computer

Stakeholder is referred to the Person or Office (Respondent) most directly involved with the concern.
• School
• Department
• Central Office

Respondent works with Stakeholder to resolve issue and documents the resolution.

Stakeholder contacts appropriate Administrator or Supervisor if issue is unresolved.

Supervisor works with Stakeholder to resolve issue and document the resolution.

Ombudsman reviews Concern and acknowledges that the school/department has reached a resolution.

Stakeholder is referred to the Person or Office (Respondent) most directly involved with the concern.
• School
• Department
• Central Office

If concern is not resolved through Ombudsman, Stakeholder will be advised of any appeal rights.

If concern is not resolved at the school/department level, the Stakeholder may proceed onto the Ombudsman.

Stakeholder Concern Resolution Pathway