

Policy Type: Governance Process**Handling Operational Issues
Raised by a Community or Staff Member**

1. Listen without implying that you agree or disagree.
2. Ask whether the caller has talked to the person closest to problem. Describe the chain of command concept – that issues are best resolved at a level closest to the people involved.
3. Take the opportunity to explain the Board's role
 - The Board's job is to set the vision and policies that will enable district students to be academically successful
 - While resolution of operational issues is not the board's job, the Board is concerned and wants to see the issue resolved successfully
4. Tell the caller that if he or she doesn't get satisfaction to call back (or direct the caller to let you know what happens regardless).
5. If the call raises a high level of concern, call the superintendent.
6. The superintendent will tell the Board member what he/she knows about the situation and if necessary, will investigate to get more information. The Board member will not undertake any independent investigation or research.
7. After gathering information, the superintendent will respond to the community or staff member and inform the Board member about what was learned or what action was taken.
8. If the Board member is not comfortable with the resolution by the superintendent, he or she will have a one-on-one conversation with the superintendent before discussing issue with other Board members or bringing issue to the full Board.

Adopted: August 2005

Monitoring Method: ***Board self-assessment***
Monitoring Frequency: ***November Retreat***