

Board Staff Communications

This administrative regulation establishes specific guidelines for Board members and district and school staff to follow in order to ensure prompt responses to requests from Board members and concerned citizens. This administrative regulation is based on the assumption that there will always be prompt follow-up to a Board member's requests, with the understanding that collective bargaining agreements may affect the processes for responding to complaints or sharing information. Board members understand that it is appropriate for the superintendent to delegate the responsibility for responding to Board member's requests to staff, but that the superintendent remains ultimately accountable for accurate and timely responses.

Information Requests to Staff

When Board members have information requests of staff, they will direct these requests through the superintendent. This request can be communicated in the manner most convenient to the Board member, including telephone call, email or written communication.

If the request for information is of such a nature that it will take significant time to compile a response (i.e. more than one hour), the superintendent will inform the entire board of the request and seek for further direction from the Board chair. Examples of an information request that could take a significant amount of time to respond to include the status of environmental compliance at numerous schools, the amount of inventory the district maintains of a current item or a report on the current accuracy of a historical report.

Requests Requiring Decision-making or Resource Allocation

When a Board member has a request that will require a decision to be made or resources to be allocated, the Board member should send that request to the superintendent for a response or a decision in a timely manner. The superintendent will inform the entire board of the request and seek for further direction from the Board chair. Examples of staff requests that require decisions to be made or resources to be allocated include requests that: the number of computers be increased at a certain school, certain information should be communicated to parents, a survey should be conducted regarding current practices in the schools, certain policies should be changed, or a bus route be added.

Responding to Concerns from the Public about District Employees

When Board members are approached by members of the community expressing concerns about any employee of the district and the community member would like a follow-up (as opposed to simply informing Board members of the concern), the Board member should direct that person to address their concerns to the staff member, or the staff member's supervisor. If the concern is about central office staff, rather than school or department staff, the person should be referred directly to the superintendent. If the community member has not had their issue resolved to their satisfaction by the staff member or supervisor,

the Board member should refer the individual to the superintendent. The Board member shall also notify the superintendent that the Board member has referred the community member to them. The superintendent should respond to the concern in a timely fashion and inform the Board of the resolution or outcome. Board members should not seek to resolve individual complaints about staff members outside this process. Collective bargaining agreements govern the procedures by which most complaints regarding employees are addressed.

Complaints about individual employees should not be entertained at Board meetings. If a citizen does voice a complaint about a particular employee at a public meeting, the Board chair should direct that person to cease their comments and refer them to the supervisor, principal or director.

If Board members have any questions about how to handle concerns about district employees, they should ask the superintendent.

Addressing General Concerns or Questions from the Public

When a community member expresses a concern or question about a matter other than one involving a district employee, and that person requests staff follow-up, the Board member should forward that concern to the superintendent. The concern or question should be addressed in a timely fashion.

Dealing with Concerns from District Employees

When a district employee brings a concern about district policies and administrative regulations to a Board member, the Board member should direct the staff member to the complaint procedure and tell the employee that the Board member will forward that concern to the superintendent, or the employee may take that action personally. The concern or question should be addressed in a timely fashion.

Providing Documents to Board for Review in Advance of Meetings

The Board chair and superintendent will establish the agenda for full Board meetings at least six days prior to the Board meeting. Staff and the superintendent will have the Board agenda and any supporting documentation available at least five days prior to the Board meeting (the Friday before the Board meeting), except under extenuating circumstances. For meetings of Board-appointed advisory committees, the committee chair and committee liaison should establish a protocol for the receipt of materials prior to the committee meetings.

Establishing Times for Meetings

When establishing meeting times for advisory committee meetings, agenda setting meetings or other meetings requiring attendance by Board members, staff will seek to accommodate the Board members' schedules.

Staff Guidelines for Communication with Board Members

All communications from a staff member to a Board member should be copied to the superintendent.