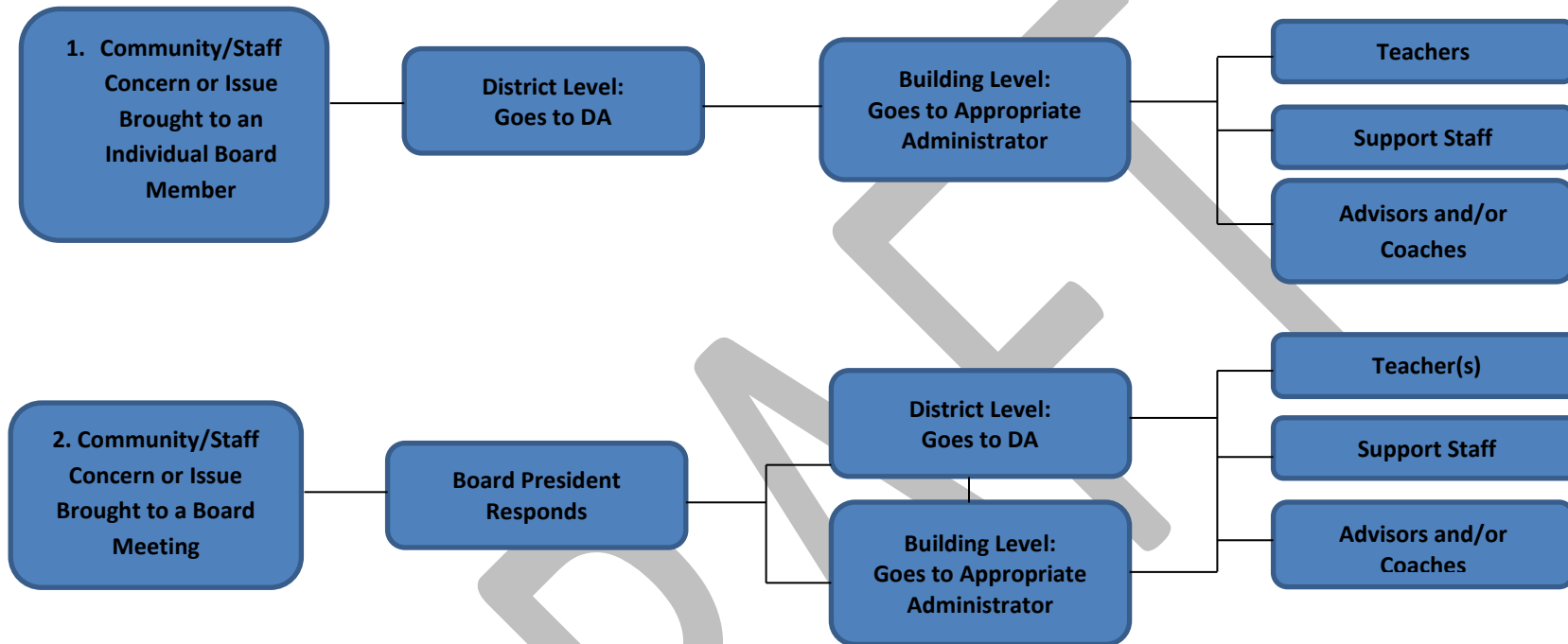


## Tomahawk School District Community/Board Communication Protocol



### Framework:

1. Community/Staff Concern or Problem Brought to an Individual Board Member:
  - a. Listen attentively to the concern being brought to you without trying to remedy the situation;
  - b. Encourage the complainant to attempt to remedy the situation at the primary level (i.e. advisor, coach, teacher, principal, director, etc.);
  - c. If complainant is resistant to remedy at the primary level, assure the complainant that you will communicate the basis of the concern to the District Administrator (DA) in a timely fashion and that he/she will respond to the complainant within 3 business days; and
  - d. Refrain from conducting an individual investigation as this precludes your involvement in any potential Board appeal and/or Board intervention or inquiry in the future.
2. Community Concern or Problem Brought to a Board Meeting:
  - a. Regarding a concern or complaint not related to a Board agenda item:
    - i. the entire Board should 'listen' to the complainant, but 'not' respond or engage in discussion other than the Board President to summarize the concern or complaint for the record;
    - ii. the Board President should thank the complainant for expressing his/her concern;
  - b. If a community/staff concern is related to a Board agenda item, the Board as a whole should listen attentively and take the comments offered into consideration when the agenda item comes up for Board discussion. Caution should be given before integrating the public with Board discussion unless it is the Board's intent to conduct the session as an open forum or to seek further clarification at the time of Board discussion.