

Handling Concerns Raised by Parents, Community Members, and Staff Members

One-on-One – Operational Concern

When a Board member is approached by a parent, community member, or staff member with an operational concern:

1. The Board member will:
 - a. Listen to understand the issue
 - b. Ask whether the person has talked to the individual closest to the problem and explain the chain of command concept – that issues are best resolved at a level closest to the problem and people involved.
 - c. If the person hasn't initiated conversation at the level closest to the problem, help the person determine which district staff person to talk with.
 - d. Take the opportunity to explain the Board's role
 - The Board's job is to set the vision and policies that will enable students to be academically successful; and
 - While resolution of operational issues is not the Board's job, the Board is concerned and wants to see the issue resolved successfully.
 - e. Tell the person that if he or she doesn't get satisfaction, to call back (or to let the Board member know what happens regardless).
 - f. If the ~~situation~~ contact raises a high level of concern, communicate with the ~~District~~ Superintendent as soon as possible.
 - g. Not undertake any formal independent investigation or research.
2. The superintendent will:
 - a. Tell the Board member what he or she knows about the situation and if necessary, will investigate to get more information;
 - b. After gathering information, respond to both the person and the Board member about what was learned or what action was taken.
3. If the Board member is not comfortable with the resolution by the ~~District~~ Superintendent, he or she will have a one-on-one conversation with the ~~District~~ Superintendent before discussing the issue with other Board members or bringing the issue to the full Board.

One-on-One – Board Policy Level Concern

If the concern raised by the parent, community member or staff member rises to the level of a Board policy concern, the Board member should bring the concern to the full Board for discussion.

Group Situation – All Concerns

When one or more Board members are approached by a group of two or more parents, community members or staff members regarding any concern:

1. If the Board members who have been approached believe the issues relate to a Board policy level concern or are of the kind that might escalate into a staff or community-wide concern, the Board members will inform the full Board and the superintendent prior to the meeting or as soon as practical thereafter as to the issues discussed and the persons involved.
2. While communicating with the parents, community members, or staff members, the Board members will:
 - a. Listen to understand the issue.
 - b. Inform the group that they do not represent the full Board and do not have authority to make any decisions or direct any action, but that they will convey what is learned to the full Board.
 - c. Ask whether the persons have talked to the individual closest to the problem and explain the chain of command concept – that issues are best resolved at a level closest to the problem and people involved.
 - d. If the persons haven't initiated conversation at the level closest to the problem, help the persons determine which district staff member they should talk with.
 - e. Take the opportunity to explain the Board's role
 - The Board's job is to set the vision and policies that will enable 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.
3. Following the discussion, the Board members will communicate to the full Board and the ~~District s~~Superintendent as to the nature of the discussion, providing as much information as is necessary for the Board and ~~the District s~~Superintendent to be fully informed.
4. The superintendent will:
 - a. Tell the Board what he or she knows about the situation and if necessary, will investigate to get more information;
 - b. After gathering information, respond to both the persons with the concern and the Board about what was learned or what action was taken.

Nothing in this policy ~~shall~~**will** apply to chance social encounters where routine school district matters are discussed.

Adopted: November 15, 2004

~~Latest Revision and Renumbering:~~ May 19, 2025

Revised: January 27, 2012

Legal References: -

Monitoring Method: Board self-assessment

Monitoring Frequency: Each Board Meeting

~~Monitored and Reviewed: January 24, 2022~~

Revised policy created based on Board workshop on 4-8-25 using CASB sample policy GP-10-E: Handling Operational Issues Raised by a Community or Staff Member. Board policy GP-10: Handling Concerns Raised by Parents, Community Members and Staff Members is being renumbered to match CASB's policy GP-10-E and CASB's policy will be used to update the wording in the Board's current GP-10. If the Board adopts the revisions and recoding recommendations, GP-10 will be recoded to GP-10-E.

October 26, 2009, GP-10: Board Members Covenants was deleted. Handling Concerns policy should have moved forward as GP-10. On January 27, 2012, correction to policy number was made and indexes updated to reflect the change in policy number.