

EXHIBIT “A”SPECIFIC COMMUNICATION TOPICS / ISSUES AND PROTOCOLS

The following are suggested protocols for addressing specific topics and issues:

1. **District Policies, Goals, and General Governance:** If a member of the Board determines that a communication they have received relates to policy, goal, or general governance issues/concerns of the District, the Board member should:
 - 1.1 Determine whether the issue, concern, or question can be handled through an individual response or requires an official statement from the Board.
 - 1.2 If it is determined that the issue, concern, or question can be handled by an individual response, first review and become familiar with any information, resources, and materials that may be available related to the issue, concern, or question. This information may be found in policies, budgets, financial statements, Board meeting minutes, etc. Contact the Superintendent or other District or school administrative officials if assistance is needed to obtain information, resources, and materials.
 - 1.3 If it is determined that it requires an official statement from the Board, acknowledge the individual's issue, concern, or question, and let them know that the matter will be forwarded to the Board President. The official statement will be issued as per paragraph 2.5 above.
 - 1.4 If the Board has already issued an official statement on the matter, the Board member may respond accordingly. A copy of the response to the individual should be sent to the Board President and Superintendent.
 - 1.5 If the communication is sent to the entire Board, it is best to acknowledge receipt of the message and let the individual know that a response will be handled by the Board President.

2. **District Department Administration and Operations:** If a member of the Board determines that a communication they have received relates to the administration or operation of a particular District department, the Board member should:
 - 2.1 Acknowledge the individual's issue/concern.
 - 2.2 Inform the individual that their issue/concern falls within the administration of the District and that they should: (a) contact the specific District department's director or supervisor; or (b) in the event the issue/concern directly involves the director or supervisor, then contact that individual's supervisor (in the case of a director, the Superintendent should be contacted; and in the case of a supervisor, the director over that department should be contacted).
 - 2.3 If the individual who contacts the Board member does not feel comfortable making the initial contact with the District administration, offer to forward their issue/concern to the applicable District administrator.
 - 2.4 The Board member should copy any written response or communication to the Board President and Superintendent.
 - 2.5 Upon receiving notice of the issue/concern, the applicable District administrator will appropriately address the issue/concern at the lowest possible level. If necessary, the District administrator may refer and/or involve other individuals to properly address the issue/concern.
 - 2.6 The District administrator responsible for addressing the issue/concern will communicate the status or disposition of the matter to the referring Board member (to the extent reasonably permissible under law and policy), and provide a verbal report or copy of the communication to the Board President and Superintendent, as appropriate.

3. **School Administration and Operations:** If a member of the Board determines that a communication they have received relates to the administration or operation of a particular school, the Board member should:
 - 3.1 Acknowledge the individual's issue/concern.
 - 3.2 Inform the individual that their issue/concern falls within the administration of the school and that they should: (a) contact the school's principal; or (b) in the event the issue/concern directly involves the principal, then contact the Director of Elementary Education or Director of Secondary Education, as applicable.
 - 3.3 If the individual who contacts the Board member does not feel comfortable making the initial contact with the school/District administration, offer to forward their issue/concern to the applicable school/District administrator.
 - 3.4 The Board member should copy any written response or communication to the Board President and Superintendent.
 - 3.5 Upon receiving notice of the issue/concern, the applicable school/District administrator will appropriately address the issue/concern at the lowest possible level. If necessary, the school/District administrator may refer and/or involve other individuals to properly address the issue/concern.
 - 3.6 The school/District administrator responsible for addressing the issue/concern will communicate the status or disposition of the matter to the referring Board member (to the extent reasonably permissible under law and policy), and provide a verbal report or copy of the communication to the Board President and Superintendent, as appropriate.

4. **Employment and Personnel Matters:** If a member of the Board determines that a communication they have received relates to employment or other personnel matters, the Board member should:
 - 4.1 Acknowledge the individual's issue/concern.
 - 4.2 Inform the individual that their issue/concern falls within the administration of the school/District and that they should: (a) contact the school's principal (in the event the issue/concern involves an employee at a school); or (b) contact the District department's supervisor (in the event the issue/concern involves an employee at the District). If appropriate, the individual may also be informed that depending upon the nature of their issue/concern, there are applicable laws and District policies which address and govern specific matters and dispute resolution procedures, such as discipline, leave, and orderly termination; scope of employment; bullying, discrimination, and harassment; ADA Amendments Act of 2008, Certified, Classified, and Administrative Employee Handbooks, etc.
 - 4.3 If the individual who contacts the Board member does not feel comfortable making the initial contact with the school/District administration, offer to forward their issue/concern to the applicable school/District administrator.
 - 4.4 The Board member should copy any written response or communication to the Board President and Superintendent.
 - 4.5 Upon receiving notice of the issue/concern, the applicable school/District administrator will appropriately address the issue/concern at the lowest possible level. If necessary, the school/District administrator may refer and/or involve other individuals to properly address the issue/concern. Depending upon the nature of the issue/concern, it may be appropriate and advisable to involve applicable District directors and the Director of Human Resources.

- 4.6 The school/District administrator responsible for addressing the issue/concern will communicate the status or disposition of the matter to the referring Board member (to the extent reasonably permissible under law and policy), and provide a verbal report or copy of the communication to the Board President and Superintendent, as appropriate.
5. **Parent and Student Matters:** If a member of the Board determines that a communication they have received relates to parent and student matters, the Board member should:
- 5.1 Acknowledge the individual's issue/concern.
 - 5.2 Inform the individual that their issue/concern falls within the administration of the school and that they should contact the school's principal. If appropriate, the individual may also be informed that depending upon the nature of their issue/concern, there are applicable laws and District policies which address and govern specific matters and dispute resolution procedures, such as academic credit and grading; conduct and discipline; bullying, discrimination, and harassment; school attendance; dress and grooming; participation in athletics and other extracurricular activities; school enrollment, special education, Section 504, etc. In the event the individual's issue/concern is not governed by a specific law or District policy, then the provisions and procedures set forth in [Nebo School District Policy KLD, Parent/Patron Dispute Resolution](#) will govern.
 - 5.3 If the individual who contacts the Board member does not feel comfortable making the initial contact with the school administration, offer to forward their issue/concern to the applicable school administrator.
 - 5.4 The Board member should copy any written response or communication to the Board President and Superintendent.
 - 5.5 Upon receiving notice of the issue/concern, the applicable school administrator will appropriately address the issue/concern at the lowest possible level. If necessary, the school administrator may refer and/or involve other individuals to properly address the issue/concern. Depending upon the nature of the issue/concern, it may be appropriate and advisable to involve the District of Elementary Education or Director of Secondary Education, as applicable.
 - 5.6 The school administrator responsible for addressing the issue/concern will communicate the status or disposition of the matter to the referring Board member (to the extent reasonably permissible under law and policy), and provide a verbal report or copy of the communication to the Board President and Superintendent, as appropriate.
6. **General Patron Matters:** If a member of the Board determines that a communication they have received relates to a general patron matter that does not fall within any of the other specific topics / issues described in this Section 3, the Board member should:
- 6.1 Acknowledge the individual's issue/concern.
 - 6.2 Inform the individual that because their issue/concern is not governed by a specific law or District policy, then the provisions and procedures set forth in [Nebo School District Policy KLD, Parent/Patron Dispute Resolution](#) will govern. A copy of Nebo School District Policy KLD may be provided to the individual along with instructions that they should contact the appropriate individual(s) and follow the specific dispute resolution guidelines outlined therein.
 - 6.3 If the individual who contacts the Board member does not feel comfortable making the initial contact with the school/District employee or administration as per the dispute resolution guidelines set forth in Nebo School District Policy KLD, then offer to forward their issue/concern to the applicable school/District employee or administrator.
 - 6.4 The Board member should copy any written response or communication to the Board President and Superintendent.

- 6.5 Upon receiving notice of the issue/concern, the applicable school/District employee or administrator will appropriately address the issue/concern at the lowest possible level by following the dispute resolution guidelines of Nebo School District Policy KLD.
 - 6.6 The school/District administrator responsible for addressing and making the final decision on the issue/concern will communicate the status or disposition of the matter to the referring Board member (to the extent reasonably permissible under law and policy), and provide a verbal report or copy of the communication to the Board President and Superintendent, as appropriate.
7. **Bidding and Procurement Matters:** If a member of the Board determines that a communication they have received relates to a bidding or procurement matter, the Board member should:
- 7.1 Acknowledge the individual's issue/concern.
 - 7.2 Inform the individual that their issue/concern falls within the administration of the District and that they should contact the Director of Operations.
 - 7.3 If the individual who contacts the Board member does not feel comfortable making the initial contact with District administration, offer to forward their issue/concern to the Director of Operations.
 - 7.4 The Board member should copy any written response or communication to the Board President and Superintendent.
 - 7.5 Upon receiving notice of the issue/concern, the Director of Operations will appropriately address the issue/concern at the lowest possible level. If necessary, the Director of Operations may refer and/or involve other individuals to properly address the issue/concern.
 - 7.6 The Director of Operations will communicate the status or disposition of the matter to the referring Board member (to the extent reasonably permissible under law and policy), and provide a verbal report or copy of the communication to the Board President and Superintendent, as appropriate.
8. **Contract and Legal Matters:** If a member of the Board determines that a communication they have received relates to a contract or other legal matter, the Board member should:
- 8.1 Acknowledge the individual's issue/concern.
 - 8.2 Inform the individual that their issue/concern falls within the administration of the District and that they should contact the District's Legal Counsel.
 - 8.3 If the individual that contacts the Board member does not feel comfortable making the initial contact with the District administration, offer to forward their issue/concern to the District's Legal Counsel.
 - 8.4 The Board member should copy any written response or communication to the Board President and Superintendent.
 - 8.5 Upon receiving notice of the issue/concern, the Districts' Legal Counsel will appropriately address the issue/concern at the lowest possible level. If necessary, the District's Legal Counsel may refer and/or involve other individuals to properly address the issue/concern.
 - 8.6 The District's Legal Counsel will communicate the status or disposition of the matter to the referring Board member (to the extent reasonably permissible under law and policy), and provide a verbal report or copy of the communication to the Board President and Superintendent, as appropriate. Notwithstanding the above, legal communications may be further restricted, disclosed only to certain individuals, or communicated in a certain manner in order to preserve "attorney-client" and/or "work-product" privileges.