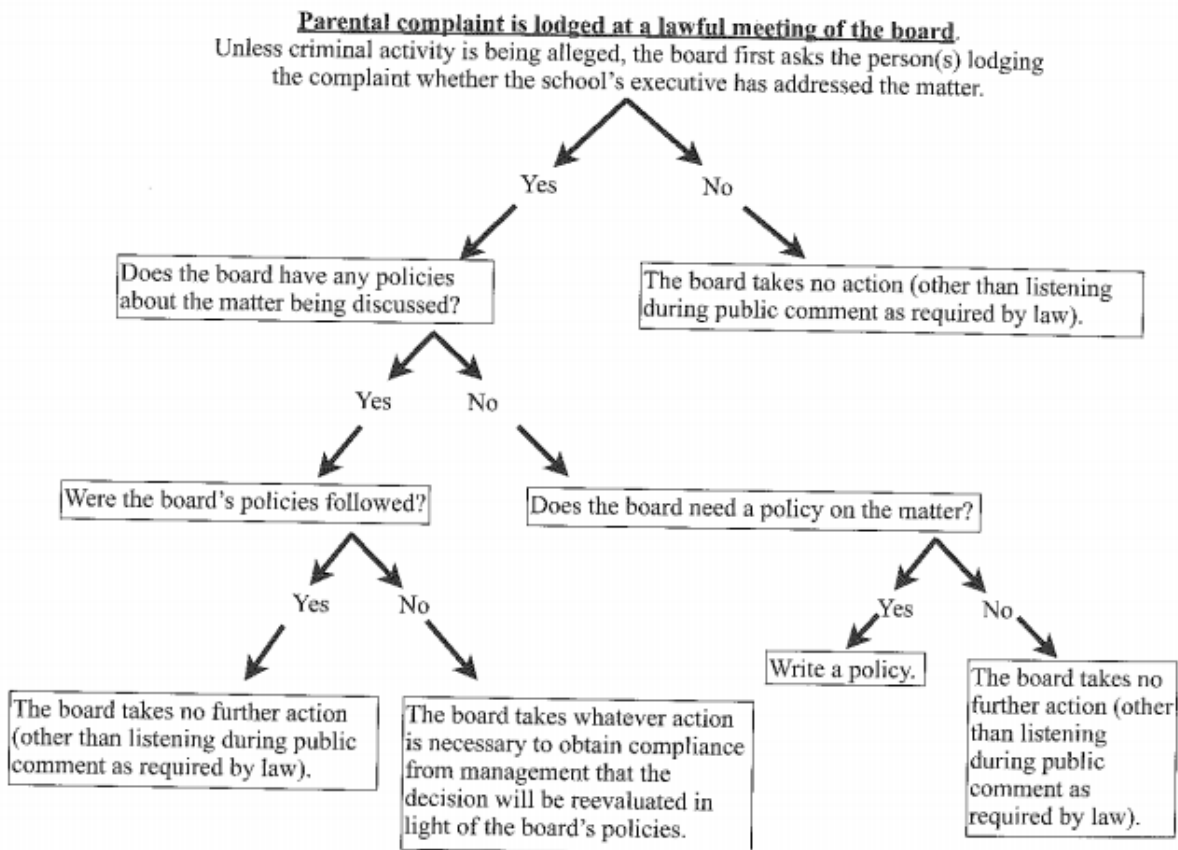


Process for Responding to Community Feedback

This document outlines the process by which The Academy Board of Directors will respond to community feedback. It is meant to add transparency to board communication processes and help community members understand what to expect when they offer both formal and informal feedback to the board.

Formal Feedback: Board meetings are open to the public and always include an opportunity for community members in attendance to make public comment if they wish. Board members will listen to any feedback offered during public comment but will not typically respond directly in that moment. In response to suggestions or ideas offered during public comment, the CEO and Board Chair will determine whether to respond via the administrative team or address the topic in an upcoming board work session. In the event of a complaint, the CEO will investigate and report back to the Board Chair within one week. If the Board Chair deems it appropriate, the CEO will report back to the full board at the next meeting. The diagram below outlines a typical process for evaluating how to respond to formal complaints:



Informal Feedback: In the context of casual interactions in person or via email, board members can listen to feedback but are discouraged from responding. Individual board members do not have authority to respond to feedback on their own separate from the board as whole. Community members are encouraged to direct their feedback to a school administrator or the entire board as part of a formal meeting.