

## Communications Protocol, excerpted from the Governance Handbook:

In an effort to maintain, and enhance transparency and communication, and response time to our Lincoln USD Community, our protocol for the Board of Trustees, when handling concerns from the public and staff is as follows:

- When someone brings an issue or complaint to us, we will listen carefully, remembering that we are only hearing one side of the story.
- We will paraphrase for understanding.
- We will review the conversation, and then direct the person back into the system at the appropriate place.
- We will report the conversation to the superintendent so that he/she may follow-up as appropriate.
- We will not listen to or discuss issues that may come before us in our judicial role. That information will be provided to all Board Members at the appropriate time, during the hearing.
- We will forward individual concerns to the superintendent.
- If the board president is included, the board president, on behalf of the board, will acknowledge the sender and will forward to the superintendent.