

Select Legal Issues for Charter School Boards

I. OVERVIEW

II. MEETINGS

A. **Colorado Open Meetings Law.** “It is declared to be a matter of statewide concern and the policy of this state that the formation of public policy is public business and may not be conducted in secret.” C.R.S. § 24-6-401.

1. “Meeting” means any kind of gathering, convened to discuss public business, in person, by telephone, or **by other means of communication.** C.R.S. § 24-6-402(1)(b).
2. All meetings of a quorum or three or more members of any local public body, whichever is fewer, **“at which any public business is discussed or at which any formal action may be taken are declared to be public meetings open to the public at all times.”** C.R.S. § 24-6-402(2)(b). The Open Meetings Law, however, does not apply “to any chance meeting or social gathering at which discussion of public business is not the central purpose.” C.R.S. § 24-6-402(2)(e).
 - a. “Local public body” means . . . any public or private entity to which a political subdivision, or an official thereof, has delegated a governmental decision-making function but does not include persons on the administrative staff.
 - b. “Electronic mail” used for the purpose of discussing public business may be a public meeting that is subject to the provisions of this law. C.R.S. § 24-6-402(2)(d)(III).
 - c. A series of sequential telephone calls, voice mail, or email that are initiated with the prior agreement of a quorum of the board as a means of reaching or solidifying a collective decision prior to a public meeting could be a violation of the statute. *See Stockton Newspapers, Inc. v. Members of Redevelopment Agency*, 214 Cal. Rptr. 561 (Cal. App. 3 Dist. 1985). The practice that the court sought to end was the “crystallization of secret decisions to a point just short of ceremonial acceptance.” *Id.* at 564. *See also Bagby v. School Dist. No. 1*, 186 Colo. 428, 528 P.2d 1299, 1302 (Colo.

1974), stating that the public meetings requirement “is not meant to permit ‘rubber stamping’ previously decided issues.” Unless the electronic mail is accessible to the public, such communications should not be used as a substitute for public deliberation of public business.

3. Electronic messages between members of the board are generally public records. They may also constitute a public meeting under the Open Meetings Law. In general, any message dealing with a topic that will be discussed or acted upon by the board that is sent by one board member to more than one other board member, whether simultaneously or sequentially, will likely fall under the definition of a public meeting. However, distribution of information for which no response is required or requested is not considered to be a meeting.
4. “Any meetings at which the adoption of any proposed policy, position, resolution, rule, regulation, or formal action occurs or at which a majority or quorum of the body is in attendance, or is expected to be in attendance, shall be held only after full and timely notice to the public.” C.R.S. § 24-6-402(2)(c). Notice may be given by posting in a designated public place at least 24 hours prior to the meeting. The notice shall include specific agenda information “where possible.” *Id.* See Board of County Commissioners, Costilla County v. Costilla County Conservancy District, et al., 88 P.3d 1188, 1194 (Colo. 2004). (Notice must be given if a quorum of the board is expected to be in attendance and there is a “meaningful connection between the meeting itself and the policy-making powers of the public body holding or attending the meeting.”)
 - a. The public place or places for posting such notice shall be designated annually at the local public body’s first regular meeting of each calendar year. The posting shall include **specific agenda information where possible.**

B. Executive Sessions. The board, upon (i) the announcement of the topic for discussion; (ii) the citation to the relevant statutory section; (iii) the affirmative vote of **two-thirds of the quorum present**; and (iv) identification of the particular matter to be discussed without compromising the purpose, “may hold an executive session only at a regular or special meeting and for the sole purpose of considering any of the following matters; except that no adoption of any proposed policy, position, resolution, rule, regulation, or formal action shall occur at any executive session which is not open to the public.” These matters are:

1. The purchase, acquisition, lease, transfer, or sale of any real, personal, or other property interest. C.R.S. § 24-6-402(a).

TOPIC OF EX. Session Recording:
1) ATTORNEY/CLIENT PRIVILEGE
2) Discussing Individual STUDENT

2. Conferences with an attorney for the purpose of receiving legal advice on specific legal questions. (The mere presence and participation of the attorney is insufficient in itself to satisfy this requirement.) C.R.S. § 24-6-402(b).
3. Matters required to be kept confidential by federal or state law. (The specific citation must be given in advance.) C.R.S. § 24-6-402(c).
4. Details of security arrangements or investigations. C.R.S. § 24-6-402(d).
5. Determining positions concerning matters that may be subject to negotiations; developing strategy for negotiations; and instructing negotiators. C.R.S. § 24-6-402(e).
6. Personnel matters, unless the employee who is the subject of the session has requested an open meeting, or, if the personnel matter involves more than one employee, all of the employees have requested an open meeting. C.R.S. § 24-6-402(f).

The provisions above shall not apply to discussions concerning any board member, elected official, the appointment of a person to fill a board vacancy, or general personnel policies that do not involve particular employees.

7. The consideration of any documents that are protected from disclosure under the Colorado Open Records Act. C.R.S. § 24-6-402(g).
8. Discussion of individual students. C.R.S. § 24-6-402(h).

C.R.S. § 24-6-402(4).

C. Remedies for Violation.

1. “No resolution, rule, regulation, ordinance, or formal action of a state or local public body shall be valid unless made at a meeting that meets the requirements of [the law].” C.R.S. § 24-6-402(8).
2. Courts may issue injunctions to enforce the law upon an action by any citizen. The prevailing party shall be entitled to reasonable attorney fees and costs. C.R.S. § 24-6-402(9).

D. Public Participation at Board Meetings.

The board’s setting aside meeting time for public comment creates a “limited public forum” for speech in which restrictions on the content are very narrow. The board can impose reasonable, content-neutral time, place, and manner

restrictions on speech, limit comments to subject matter that is relevant to the board's duties, and prohibit behavior that disrupts the orderly process of the meeting. While the board may not prevent a citizen from making personal complaints against district employees, it may encourage or invite the speaker to put the concerns in writing and send them to the executive director or board for further review or use the district's public concerns and complaints procedure. The board president may also caution the speaker of his or her own responsibility for any legal consequences of the comments.

Good Practice
E

Confidentiality Affidavit. At the first meeting after the biennial school director election when the board selects its officers, each board member must sign an affidavit stating that the member is aware of and will comply with the confidentiality requirements and restrictions applicable to the board's executive sessions, as described in C.R.S. § 24-6-402 (Colorado's open meetings law). C.R.S. § 22-32-108(5)(a); *see also* C.R.S. § 22-32-104(1). These affidavits must be maintained with the minutes of board meetings. C.R.S. § 22-32-108(5)(a).

III. MINUTES OF MEETINGS

A. Board Preference. Colorado law does not dictate the content of minutes, allowing each board to determine the degree of specificity.

1. C.R.S. § 24-6-402(2)(d)(II) provides that meetings of school boards and other public boards shall be taken and promptly recorded following meetings "at which the adoption of any proposed policy, position, resolution, rule, regulation, or formal action occurs or could occur."

B. Recording. Although board meetings, where any vote is taken, must be recorded and the recordings must be retained for a minimum of 90 days, minutes must be permanently kept in writing or by audio recording. Executive sessions must be electronically recorded and those recordings must be retained for 90 days.

C. Basic Requirements. Simplified minutes satisfy legal requirements, and include the following essential elements:

1. The nature of the meeting, whether regular or special; time and place; members present; approval of the minutes of the preceding meeting or meetings;
2. A record of all actions taken by the board, the motion, the name of the member making the motion and seconding it; the record of the vote, with the vote of each member recorded. Reports and documents related to a formal motion may be omitted if they are referred to by title and date;

BEST PRACTICE
↓
DESCRIBE THINGS
THAT WERE DONE
NOT THINGS
THAT WERE SAID

3. A record of all business that comes before the board through reports of the executive director and others and through communications from the staff and the public;
4. The names of all persons who spoke before the board and the topic of their remarks;
5. A record that an executive session was held, including the names of those present and the general topic of discussion;
6. The record of adjournment.

D. Verbatim Minutes. The “discussion transcript” approach can be onerous, burdensome, and costly, and can potentially lead to adverse legal consequences. *Robert’s Rules* counsels that “[i]n an ordinary society . . . [minutes] should contain mainly a record of what was done at the meeting, not what was said by the members.” *Robert’s Rules of Order Newly Revised*, Section 47, p. 458. When a board member wants a verbatim transcript of his/her statement or other material included as part of the “record” or the minutes, then the member must make a motion to have the statement included. The motion requires a second and a majority vote.

NOT A
GOOD
IDEA



E. Recordings of Executive Sessions. Executive session recordings are confidential, but **not privileged**, meaning that they are subject to subpoena and may result in persons other than board members – such as judges and jurors – having access to them.

1. Third parties cannot ordinarily review executive session recordings unless they first persuade a judge that the record will show that improper matters were discussed in executive session. C.R.S. §§ 24-6-402(d.5)(II)(C) and 24-72-204(5.5).
2. The statute requires that executive session recordings be retained for at least 90 days. Thereafter, the recordings may be destroyed. C.R.S. § 24-6-402(d.5)(II)(E). However, destruction is not advised if a third party (e.g. a teacher) or his/her attorney has placed the record at issue before the expiration of the 90-day period.
3. State law provides that executive session recordings are off limits in litigation. C.R.S. § 24-6-402(d.5)(II)(D). Federal courts may disregard this rule.
4. Even if a court agrees that the executive session recordings are confidential, in most cases it will find that the discussions between board members are **not privileged** and must be disclosed in litigation.

IV. STANDARDS OF CONDUCT AND CONFLICTS OF INTEREST

A. Board Member Conduct and Ethics. C.R.S. §§ 24-18-101 *et seq.*

1. “The holding of public office . . . is a public trust, created by the confidence which the electorate reposes in the integrity of . . . local government officials . . . [and a] local government official . . . shall carry out his duties for the benefit of the people of the state.” C.R.S. § 24-18-103(1). A violation of the principles in these sections may constitute a breach of fiduciary duty. C.R.S. § 24-18-103(2).
2. A board member shall not disclose or use confidential information acquired in the course of official duties to further substantially his or her own personal financial interests. C.R.S. § 24-18-104(1)(a).
3. A board member shall not accept a gift of substantial value, or substantial economic benefit tantamount to a gift of substantial value if doing so would tend to improperly influence a reasonable person from impartially carrying out his or her official duties or if the member knows or should know that the gift of substantial value is primarily for the purpose of rewarding him or her for official action taken. C.R.S. § 24-18-104(1)(b)(I) and (II).
 - a. Substantial value means:
 - i. “A loan at a rate of interest substantially lower than the commercial rate then currently prevalent for similar loans and compensation received for private services rendered at a rate substantially exceeding the fair market value of such services;” or
 - ii. “. . . [t]he acceptance by a [board] . . . member of goods or services for his or her own personal benefit offered by a person who is at the same time providing goods or services to the [district] under a contract or other means by which the person receives payment or other compensation from the [district], as applicable, for which the [board member] . . . serves, unless the totality of the circumstances attendant to the acceptance of the goods or services indicates that the transaction is legitimate, the terms are fair to both parties, the transaction is supported by full and adequate consideration, and the [board] member does not receive any substantial benefit resulting from his or her official or governmental status that is unavailable to members of the public generally.”

C.R.S. § 24-18-104(2)(a) and (b).

- b. The following are NOT gifts of substantial value or gifts of substantial economic benefit tantamount to gifts of substantial value pursuant to C.R.S. § 24-18-104(3)(a) through (j):
- i. Campaign contributions and contributions in kind reported as required by C.R.S. § 1-45-108;
 - ii. An unsolicited item of trivial value;
 - (1) A gift with a fair market value of fifty-three dollars or less that is given to the board member.
 -  (2) The \$53 value amount was set as of August 8, 2012 and the legislature intended that this amount be adjusted from time-to-time for inflation.
 - iii. An unsolicited token or award of appreciation as described in Art. XXIX, § 3 of the Colorado Constitution;
 - (1) Unsolicited informational material, publications, or subscriptions related to the performance of official duties on the part of board member.
 - iv. Payment of or reimbursement for reasonable expenses paid by a nonprofit organization or state and local government in connection with attendance at a convention, fact-finding mission or trip, or other meeting as permitted in accordance with the provisions of Art. XXIX, § 3(3)(f) of the Colorado Constitution;
 - v. Payment of or reimbursement for admission to, and the cost of food or beverages consumed at, a reception, meal, or meeting that may be accepted or received in accordance with the provisions of Art. XXIX, § 3(3)(e) of the Colorado Constitution;
 - vi. A gift given by an individual who is a relative or personal friend of the board member on a special occasion;
 - vii. Payment for speeches, appearances, or publications that may be accepted or received by the board member in accordance with the provisions of Art. XXIX, § 3 of the Colorado Constitution;

- viii. A component of the compensation paid or other incentive given to the board member in the normal course of employment; and
 - ix. Items of perishable or nonpermanent value, including, but not limited to, meals, lodging, travel expenses, or tickets to sporting, recreational, educational, or cultural events.
- 4. “A member of a board . . . who receives no compensation other than a per diem allowance or necessary and reasonable expenses shall not perform an official act which may have a direct economic benefit on a business or other undertaking in which such member has a direct or substantial interest.” C.R.S. § 24-18-108.5(2).
- 5. A board member shall not perform an official act directly and substantially affecting to its economic benefit, an undertaking in which he either has a substantial financial interest or is engaged as counsel, consultant, representative, or agent; nor to the economic detriment of a competing firm or undertaking. C.R.S. §§ 24-18-109(2)(b) and 24-18-105(4).
- 6. “Financial interest” includes an ownership interest in real property and “official act” means any vote, decision, recommendation, approval, disapproval, or other action that involves the use of discretionary authority. C.R.S. § 24-18-102(4)(d) and (7).
- 7. A member of the board “who has a personal or private interest in any matter proposed or pending before any governing body shall disclose such interest to the governing body and shall not vote thereon and shall refrain from attempting to influence the decisions of the other members of the governing body in voting on the matter.” C.R.S. § 24-18-109(3)(a).
- 8. A board member “should not, within six months following the termination of office . . . obtain employment in which that member will take direct advantage, unavailable to others, of matters with which that member was directly involved during a term of [office]. Those matters include rules, other than rules of general application, which that member actively helped to formulate and applications, claims or contested cases in the consideration of which that member was an active participant.” C.R.S. § 24-18-105(3).

B. Board Member’s Code of Ethics.

- 1. Members must have loyalty to the school, unconflicted by loyalties to others, membership on other boards, interest as a parent, and any personal interest as a consumer.

2. Board members should not attempt to exercise individual authority over the organization.
3. Unless delegated, a board member does not have the right to speak for the board. Board members should use caution in writing letters to newspapers or in speaking to the media to make clear that he or she is not speaking on behalf of the board. Board members should not make public predictions of future actions by the board or make statements that suggest that the member has already decided a matter that will be coming before the board for consideration and action.

C. Board Member Conflicts of Interest.

1. Conflicts of interest may arise when board members have a direct or indirect interest in any contract with the school, perform any labor or furnish equipment or supplies to the school, directly or indirectly, or receive any private, personal, or pecuniary benefit from any board action.

V. **COLORADO PUBLIC (OPEN) RECORDS ACT (CORA)**

“It is declared to be the public policy of this state that all public records shall be open for inspection by any person at reasonable times, except as provided in this part 2 or as otherwise provided by law.” C.R.S. § 24-72-101.

A. Definitions.

1. “Public records” includes all writings made, maintained, or kept by the school district for use in the exercise of functions required or authorized by law or involving the receipt or expenditure of public funds. The definition includes the correspondence of board members (whether sent via U.S. mail, private courier, or electronic mail), except to the extent such correspondence is:
 - a. Work product;
 - b. Without a demonstrable connection to functions authorized by law and does not involve the receipt or expenditure of funds;
 - c. A communication from a constituent that clearly implies by its nature or content that the constituent expects that it is confidential or a communication in response to such a communication; or
 - d. Is exempt from disclosure under the law.

C.R.S. § 24-72-202.

2. “Writings” includes all books, papers, maps, photographs, cards, tapes, recordings, or other documentary materials, regardless of physical form or characteristics. It includes digitally stored data, such as electronic mail.

B. Common Exceptions to the Duty to Disclose. C.R.S. § 24-72-204.

1. Where inspection would be contrary to other state or federal laws, regulations, or applicable rules;
2. Where disclosure would be contrary to the public interest (*e.g.* investigatory files of law enforcement agencies; test questions and scoring keys for licensing examinations or examinations for employment; contents of real estate appraisals; email addresses provided by a person to the school district for the purpose of future electronic communications to the person from the district);
3. Medical, mental health, sociological, and scholastic achievement data on individual persons (other than group scholastic achievement data from which individuals cannot be identified);
4. Personnel files;
5. Letters of reference;
6. Trade secrets, privileged information, and confidential commercial, financial, geographical, or geophysical data;
7. Addresses and telephone numbers of students in any public elementary or secondary school;
8. Records of sexual harassment complaints or investigations; and
9. Records submitted by an applicant for an executive position who is not a finalist and who requests that the records be kept confidential.

C. Limited Disclosure in Specific Circumstances.

1. Education records of students may be sent to a school district to which the student moves or transfers.
2. The names, addresses, and home telephone numbers of secondary school students may be released to military recruiters unless the students request, in writing, that such information not be released.
3. Disclosures allowed under the Family Educational Rights and Privacy Act of 1974 (FERPA), 20 U.S.C. § 1232g.

4. Disclosure of information by public school administrators, teachers, and staff derived from personal knowledge or observation and not derived from a student's record maintained by the district.
5. Disclosure of certain information concerning students to law enforcement and other agencies pursuant to the Colorado Children's Code, C.R.S. § 19-1-302(1)(b), and C.R.S. § 22-32-109.1(3).
6. "Each school director shall have access to all school records at all times." C.R.S. § 22-32-102(2).

D. Procedural Considerations/Responding to Requests for Records.

1. The records custodian may establish rules with reference to inspection as are reasonably necessary for the protection of records and the prevention of unnecessary interference with the regular discharge of duties. Such rules may include charging a "fee not to exceed twenty-five cents per standard page for a copy of a public record or a fee not to exceed the actual cost of providing a copy, printout, or photograph of a public record in a format other than a standard page." C.R.S. § 24-72-205(5)(a). If the manipulation of data is required to generate a record in a form not used by the district, a reasonable fee may be charged. C.R.S. § 24-72-205(3). In addition, the district's policy may provide for an hourly fee of up to \$30 to be charged after the first hour of time spent to research, retrieve, assemble, and produce records.
2. If the record is a result of computer output, the fee may be based on the recovery of the actual incremental costs of providing the electronic services together with a reasonable portion of the costs associated with building and maintaining the information system.
3. If the record already exists in digital format, then the record shall be transmitted via electronic mail to the person seeking a copy of the public record. No transmission fees may be charged to the person requesting the public records via electronic mail. C.R.S. § 24-72-205(1)(b).
4. Inspection of records that are not readily available at the time of the request shall be held within a reasonable time. "Reasonable time" means three working days or less, which may be extended four more working days to a total of seven working days if extenuating circumstances exist. Note that a written response must be made within three days regardless, even if it is to advise that additional time will be needed. C.R.S. §§ 24-72-203(3)(b).

5. The time for responding to a request for records may be extended to seven days where “a broadly stated request is made that encompasses all or substantially all of a large category of records and the request is without sufficient specificity to allow the custodian reasonably to prepare or gather the records in a three-day period.” C.R.S. §§ 24-72-203(3)(b)(I) and (II). Further, if the district will incur a charge in responding to a request, the district can delay disclosure of the record until no later than three days after payment for said expenses is received.
6. Any person who is denied the right to inspect a public record may apply to the district court for an order directing the records custodian to show cause why the inspection should not be permitted. Unless the court finds that the grounds for denial of inspection were proper, it shall award attorneys fees and costs to the person who sought access to the record.

E. Communications to, from, and among Board Members.

1. Correspondence. This includes a communication that is sent to or received by one or more specifically identified individuals that is or can be produced in written form, regardless of the manner in which it was sent. The correspondence of elected officials is a public record, except to the extent that it is:
 - a. Work product;
 - b. Without a demonstrable connection to the exercise of functions required or authorized by law or administrative rule and does not involve the receipt or expenditure of public funds;
 - c. A communication from a constituent to an elected official that clearly implies by its nature or content that the constituent expects that it is confidential or a communication from the elected official in response to such a communication from a constituent; or
 - d. Otherwise exempt from disclosure under the Public Records Act.
2. Voice Mail and Electronic Mail. “Writings” includes “tapes, recordings . . . regardless of physical form or characteristics. ‘Writings’ includes digitally stored data, including without limitation electronic mail messages, but does not include computer software.” C.R.S. § 24-72-202(7).
3. Ownership of Device. The ownership of the device is not determinative of whether the communication or “writing” may be a public record.

F. Records of Executive Sessions.

1. Recorded Minutes. “Discussions that occur in an executive session of a local public body shall be electronically recorded.” C.R.S. § 24-6-402(2)(d.5)(II)(A).
2. Content of Recording of the Executive Session. The recording of the executive session must reflect the specific citation to the provision of the law that authorizes the board to meet in executive session and the actual contents of the discussion during the session. Recording does not apply to discussions of individual students by the board of education or to attorney-client privileged communications (*see below*).
3. Attorney-Client Privilege. If, in the opinion of the attorney who is representing the board and who is in attendance at the executive session that has been properly announced, all or a portion of the discussion during the executive session constitutes a privileged attorney-client communication, no record shall be required to be kept of that part of the session. The electronic record of the executive session shall reflect that no record was kept of that portion of the discussion based upon the opinion of the attorney that the discussion constituted a privileged attorney-client communication or the attorney may provide a signed statement attesting to that.
4. Enforcement. The record of an executive session must be retained for at least 90 days after the date of the session. If the court finds, upon application of a person seeking access to the record and after an in camera review, that the board engaged in substantial discussion of any matters not enumerated by law and by the board for the session or that the board took any formal action in the session, that portion of the session shall be open to public inspection.

G. The Work Product Exception to Public Records.

1. Definition. “Work product” means all intra- or inter-agency advisory or deliberative materials assembled for the benefit of elected officials, which materials express an opinion or are deliberative in nature and are communicated for the purpose of assisting the elected officials in reaching a decision within the scope of their authority. C.R.S. § 24-72-202(6.5)(a).
2. Materials Included within the Definition. As applied to school districts, the definition includes:
 - a. Notes and memoranda that relate to or serve as background information for such decisions; and

- b. Preliminary drafts and discussion copies of documents that express a decision by an elected official.
- 3. Materials Excluded from the Definition. C.R.S. §§ 24-72-202(6.5)(c) and (d).
 - a. Any final version of a document that expresses a final decision by an elected official;
 - b. Any final version of a fiscal or performance audit report or similar document the purpose of which is to investigate, track, or account for the operation or management of a public entity or the expenditure of public money, together with the final version of any supporting material attached to the report;
 - c. Any final accounting or financial record or report;
 - d. Any materials that would otherwise constitute work product if such materials are produced and distributed to the members of a public body for their use and consideration in a public meeting or cited and identified in the text of the final version of a document that expresses a decision by an elected official; and
 - e. Any final version of a document prepared or assembled for an elected official that consists solely of factual information compiled from public sources.

H. Electronic Mail Considerations.

- 1. Policy Requirements. Any school district that operates or maintains an electronic mail communications system must adopt a written policy on the monitoring of electronic mail communications and the circumstances under which it will be conducted. The policy shall include a statement that correspondence of the employee in the form of electronic mail may be a public record under the public records law and may be subject to public inspection. C.R.S. § 24-72-204.5.
- 2. Privacy Protection. The Colorado Supreme Court has recognized individual privacy protection inherent in CORA with respect to the public disclosure of some records. In Wick Communications Co. v. Montrose Board of County Commr's, 81 P.3d 360, 364-66 (Colo. 2003), the Court concluded that "CORA was not intended to cover information held by a government official in his private capacity." More recently, in Denver Pub. Co. v. Board of County Commr's of Arapahoe County, 121 P.3d 190 (Colo. 2005), numerous email communications between a public official

and an employee were held not to be public records because they were neither for use in the performance of public functions nor involved the receipt or expenditure of public funds, even though they were sent and received using publicly-owned equipment. The Court stated that the "inquiry here must be content-driven."

VI. CHILD ABUSE REPORTING

- A. Charter board members and employees have an affirmative obligation to report suspected child abuse or neglect.
- B. A report must be made when a required reporter has reasonable cause to know or suspect that a child has been subject to abuse or neglect.
- C. Reports must be made *immediately* to law enforcement or social services.
- D. School officials and employees who make good faith reports of abuse or neglect are immune from civil and criminal liability.

DON'T INVESTIGATE → REPORT

ERR ON THE SIDE OF CAUTION → REPORT

4852-8432-8533, v. 1

GROWING AREA OF CONCERN → STUDENT OR STUDENT

"IF YOU HAVE REASON TO KNOW
OR SUSPECT ABUSE" → REPORT