



# PALISADES

## CHARTER HIGH SCHOOL

*Empowering Educational Excellence.*

### Board Communications/Responses

#### - What is the protocol when 1 or all Trustees are contacted by a constituent?

The most common governance protocol is to have the Trustee(s) refer the concern to a single point of contact (in our case, Dr. Magee), with a report back to the constituent, (copying Dr. Magee) that you are referring the matter to staff for review and response.

Saying something like “I will research the issue” suggests to the constituent that the Board member will be the lead and is the one ultimately accountable for investigating/responding. This approach is consistent with the concept that the Board sets policy and staff implements the policy; in this case the Board adopts policies (or state law might/does) for the handling of complaints, and staff is responsible for implementing the policy. This distinction between the “what” (policy) and the “how” (implementation by staff) also allows the Board to hold staff accountable when the “what” is not implemented or accomplished.

Trustees do not have the authority to give direction to staff - a Board majority does, but not individual Trustees.

#### - What should a Trustee’s response be if contacted by the press?

Generally it is a good idea to have a single, designated spokesperson for the school. This ensures consistency of message. Dr Magee would be the person to whom we would refer the press by saying “Dr. Magee is the best person with whom to speak on this subject”. If a Trustee is at a PCHS event and asked to comment about the event, making a comment is fine. It is when there is an on-going situation that referring the press to Dr. Magee is in order.

#### - Are Trustees permitted to meet with constituents?

Absolutely. Getting information and feedback from constituents is the role of a Trustee. It is important that the Trustees make clear what their “lane” is and stay in their lane. Depending on the purpose of the meeting, it is important that the Trustee make clear that the information they receive should go to staff or will be forwarded to staff, as it is their (staff) responsibility to follow up.