Flowchart for addressing concerns brought to the attention of school board members.

1. Community member contacts board member with concern.
2. Assess the concern. Is this a matter for the superintendent (such as board policy or serious misconduct)?
   - NO: Ask them to contact appropriate personnel and report back to you the result. Assist them in identifying correct person.
   - YES: Tell them that you will share concern with the superintendent, who will in turn contact them. Invite them to report back to you the result.
3. Have they addressed the concern at the lowest appropriate level? Teacher, Supervisor, Principal, Director, Superintendent
   - NO: Have them contact the next level in the ‘chain of command’. Give that person a ‘heads up’ and requests status report.
   - YES: Board member contacts the superintendent with concern and requests status report.
4. Resolved?
   - NO: Resolved?
     - NO: Board member discusses with board president and/or committee chair the appropriateness of a board discussion of the concern.
     - YES: Resolved?
6. DONE