

**POLICY 4001: PATRON / DISTRICT COMMUNICATION**

An essential ingredient of an open democratic public school system is a communication system which provides timely information and can respond to the needs and concerns of its patrons.

To ensure effective communication, it is imperative that all parties involved (patrons, board, administrators, and staff members) understand their roles and responsibilities in the communication process and follow the channel of communication according to Patron/District Communications procedures.

**BOARD**

The school board is responsible for establishing and evaluating the Patron/District Communications policy and procedures to assure that the needs and concerns of citizens are answered in an effective and timely manner.

**PATRONS**

Any patron who has a concern about any aspect of the school program is encouraged to make that concern known either in writing or orally. (Such communications to the board become a part of the district's public record. Reference: Policy 4340)

**DISTRICT ADMINISTRATORS**

District administrators shall be responsible for initiating and encouraging two-way communication with all citizens of the school district for the purpose of establishing better understanding of the concerns of citizens and to interpret the goals and objectives of the district.

The superintendent shall be responsible for:

1. Making available to all citizens the procedures for two-way communication.
2. Establishing appropriate inservice training programs as needed to assist the staff in improving communication skills and resolving conflicts.

The principals shall be responsible for:

**COMMUNITY RELATIONS**

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1. Responding to patron inquiries and concerns in a timely manner. The mode of the response should be appropriate to the nature of the initial communication. Those concerns or complaints that may have legal implications should be responded to in writing with the approval of the superintendent.
2. Informing the patron of procedures for further pursuing the concern if the response is not satisfactory to the patron making the inquiry.

**STAFF MEMBERS**

As employees of the school district, all staff members shall respond to patron inquiries and provide appropriate information in a manner that encourages open communications.

Staff members shall be responsible for:

1. Responding to patron inquiries and concerns in a timely manner. The mode of the response should be appropriate to the nature of the initial communication.