

## **Constituent Service**

### Purpose

The purpose of this policy is to define standards and outline processes for Governing Board member service to constituents. The Board members role in appropriate constituent service is to facilitate managements ability to resolve problems effectively without becoming personally involved in solving problems or handling management issues.

This policy sets forth standards and describes processes. It is the intention of the Board to meet these standards and follow these processes.

### Governance Standards

The Board and individual Board members will observe professional governance standards in their constituent service and interaction with district management.

(cf. 9005 - Governance Standards)

### Definitions of Constituent Service

As elected officials and trustees acting on behalf of the public, Board members have an obligation to outreach, listen, and be accessible to the public and assist citizens with suggestions, questions or complaints regarding the district.

Constituent service is defined as ensuring that management takes responsibility for helping citizens receive the services the state and Board intend. Board members ensure this by following a defined and public process that facilitates managements ability to respond to questions in a timely manner, resolve problems effectively, and identify opportunities for improvement.

To guarantee fairness and equity, Board members further recognize their obligation not to confer special advantage on employees, parents, students, vendors or any person or entity outside regular management decision-making processes established by policy or management directive.

### Systems for Constituent Service

Recognizing the need to provide service to constituents, the need of Board members to be answerable to constituents, and the need to improve district systems, the Board and Superintendent will develop a system for constituent service with the following components:

A protocol for handling constituent requests for information or assistance

A primary contact person in the board services office to whom board members will refer constituent service requests

A form for the primary contact person to document constituent service requests

An information management system for storing, tracking, categorizing, and analyzing requests

A feedback process so that Board members know the resolution of requests

System oversight personnel to keep the Superintendent informed of priority requests that require his/her attention

Quarterly written reports to the Superintendent and Board regarding constituent service request trends, patterns and system improvements

Bylaw FRESNO UNIFIED SCHOOL DISTRICT

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