

SUBJECT: INTERNAL COMMUNICATIONS

PURPOSE: To establish guidelines which build and maintain effective communications among the various individuals and groups of Alma d'arte Charter High School; establish trust and respect among those elements; and optimize resources in the education and development of students.

REQUIREMENTS:

(A) GOVERNANCE COUNCIL

1. All official Governance Council (GC) communication with the Alma d'arte Executive Leadership Team, faculty and staff shall be through the Chief Administrative Officer/Principal (CAO/Principal).
2. Other than the CAO/Principal, GC members, singularly or as a group, shall not direct individual administrators, faculty or staff in the performance of their duties
3. GC members shall only accept comments, requests or complaints from individual staff members who have first submitted their message in writing to the CAO/Principal who will submit it to the GC as a group.
4. Changes in policies, programs and/or procedures will be made by the GC only by a majority vote of members attending a regular or special GC meeting at which a quorum is present.
5. Should an individual staff member approach a single GC member with a specific comment or complaint about other staff members, operations or programs, the GC member shall politely refuse to participate in the conversation and refer the staff member to his/her supervisor and/or the CAO/Principal.

(B) CAO/PRINCIPAL

1. The CAO/Principal is the only staff member authorized to speak on behalf of all Alma d'arte staff faculty, and students
2. The CAO/Principal is the official spokesperson for Alma d'arte faculty, staff and students in communication with the GC, NM Public Education Department, other government entities, the media, parents and any other group having an interest in Alma d'arte.
3. The CAO/Principal may delegate communications responsibilities to individual staff members as the need arises after first having discussed content with the individual appointed
4. The CAO/Principal shall establish and maintain honest, respectful two-way communication with all individuals and groups within the greater Alma d'arte Community

(C) EXECUTIVE LEADERSHIP TEAM

1. The Executive Leadership Team (LT), defined as those non-faculty staff to which defined responsibility has been assigned, shall work as a “team” to build effective communication among individuals and groups within Alma d’arte.
2. Each LT member shall be respectful of all team members and work diligently to establish clear, two-way communication with those individuals.
3. LT members shall not discuss specifics of another’s area of responsibility with any individual without first having discussed it with the responsible team member himself/herself.
4. LT members shall not express criticism or make complaints about another staff member with any single GC member or group of members in any manner other than that which is described in section (F) below.

(D) TEACHING FACULTY

1. All official communication between Alma d’arte teaching faculty members and the CAO/Principal, the LT, and the GC shall be in accordance with the terms and conditions of the current bargaining agreement between Alma d’arte and the National Education Association of Las Cruces.
2. Each teaching faculty member shall establish and maintain open, honest and respectful communications with peer colleagues, the LT and support staff.
3. From time to time, faculty members will be invited to describe their learning methods and programs to the GC to keep them informed about student achievement and success in the classroom.
4. Complaints about or criticism of a teaching colleague or other staff member shall be discussed first with the individual involved before discussing the issue with the appropriate supervisor and/or the CAO/Principal.
5. Requests for assistance with needs for student materials, equipment, etc. shall be made in writing directly to the CAO/Principal.

(E) SUPPORT STAFF

1. Support staff are responsible for the safe and effective operation of facilities, equipment, systems, etc. and therefore must establish and maintain clear communication with all individuals and groups within Alma d’arte.
2. All communications from individuals and groups to support staff shall be clear, concise and respectful of the complexity of conditions that support staff face when meeting the needs of all groups.
3. Comments or criticisms of any support staff member shall be made in writing directly to that staff member with suggestions for resolving the issue.

(F) RESOLUTION OF INTERNAL COMPLAINTS

1. Illegal, Immoral or Inappropriate Activity

Anyone who witnesses or has substantial evidence that a member of the Alma d'arte staff or faculty has committed or is committing an illegal, immoral or inappropriate act shall take his complaint directly to the CAO/Principal for action. If the illegal or immoral act is being committed by the CAO/Principal, the person making the complaint shall take it directly to the president of the GC. Upon reviewing the complaint and evidence presented, the CAO/Principal (or GC president) shall determine if law enforcement or other agencies should be contacted and make those contacts personally.

2. Operations

Anyone with a complaint regarding operational policies, procedures, or methods shall file the complaint in writing with the supervisor in charge of the area of operation involved. The complaint shall contain the name or description of the area of operation involved and a detailed description of the malfunction, giving time(s), date(s), conditions and negative impact of the malfunction. If, after a reasonable time, the malfunction is not corrected to the benefit of all involved, the complainant shall file the same complaint with the supervisor involved or his/her superior, whichever is most appropriate.

3. Personnel

Anyone with a complaint about the performance of a staff member, including teaching faculty, shall first discuss the complaint with the person involved. Every effort should be made to resolve the issue directly by the parties involved. When that is impossible or impractical, the complainant shall present his/her complaint to the supervisor of the person involved, or the CAO/Principal whichever is most appropriate.

If the complaint is against the CAO/Principal, the person or persons making the complaint shall do it in writing directly to all GC members simultaneously, citing specifics such as time(s), date(s), conditions, persons involved and impact on operations/programs.

4. General

At no time shall an individual staff member or group of staff members contact a single member of the GC to file a complaint or criticism of the CAO/Principal, other staff members, programs, operations, etc. If such a contact is made to register a complaint, the GC member shall politely refuse to hear the complaint and shall advise the complainant to follow the policies outlined above.

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