


Title	Board Communications Policy and Procedures	
Type	Board Policy and Procedures	
Status	Approved	
Adopted	February 3, 2009	
Last Revised	March 19, 2024	
Prior Revisions	June 2022, April 2017, March 2012	

PURPOSE

Effective communication is a key element of the BLRA school board’s representation and understanding of the school’s and parents’ needs when setting the general direction of school policies. The purpose of the BLRA Board of Directors (“Board”) Board Communications Policy is to codify the Board’s communication principles and describe how the principles are met through the activities of the Board. The Board and staff seek continuous and transparent communications with the community to obtain feedback and perspectives to support decision-making while keeping the community informed about policies, instructional programs, events and other topics affecting our stakeholders. This policy includes the following sections:

Section 1 Roles and Responsibilities
Section 1.1 Public’s Right to Know and Access to Information
Section 2 School Board Member Contact Information
Section 3 Board Use of Email
Section 3.1 Board Public Email Account
Section 3.2 Board Individual Email Accounts
Section 4 Board Member Personal Use of Social Media
Section 5 Stakeholder Concerns and Complaints
Appendix A: Response Template

SECTION 1 ROLES AND RESPONSIBILITIES

The Board is responsible for establishing the Board Communications Policy and has the sole authority to amend it. Guidance for communications between stakeholders and BLA staff such as teachers and administrators can be found in the Student Handbooks available on the BLA website under the Resources tab.

The Board President speaks on behalf of the Board. The Board Vice President will speak on behalf of the Board in the absence of the President. The Board President may delegate this role, as required, to any other Board member. Board members can speak on behalf of the Board with the prior approval of the Board. If Board Members are speaking to the media or other parties but not acting on behalf of the Board, they should make it clear that they are doing so in a capacity other than as a Board Member and that the information being provided is not information that the Board Member is aware of only because he or she is a Board Member.

SECTION 1.1 PUBLIC'S RIGHT TO KNOW AND ACCESS TO INFORMATION

The Board respects and supports the public's right to know and ability to access information about the policies, programs and activities at the school. To enable access, the Board will utilize the BLA website as the main repository of information and will ensure routine communications are sent to stakeholders from teachers, the administration, and the Board itself. Financial information will be posted to the school's website in compliance with the Public School Financial Transparency Act. Guidance for gaining access to records and other school information can be found in the BLA Policy "School Board Meetings, Policy Adoption, and Document Retention and Access."

SECTION 2 SCHOOL BOARD MEMBER CONTACT INFORMATION

Names and titles of Board members will be provided on the BLRA website, under the School Board section. This section of the website will also list the email contact information for the public Board group email address.

SECTION 3 BOARD USE OF EMAIL

The Board's email use is required to efficiently execute the school's business. Due to legal restrictions placed on Open Meetings of public bodies, strict guidelines must be adhered to in order to remain compliant with all applicable laws. Under no circumstances shall the Board membership conduct communications through email that violates the Colorado Sunshine Law.

SECTION 3.1 BOARD USE OF PUBLIC EMAIL

The Board shall maintain a public group email address which will be published to the school community and serve as the primary means for the school community to contact the Board outside of public meetings

The Board Secretary shall monitor all incoming messages to the email account and maintain the Colorado Open Records Act (CORA) log and the Sunshine List. The Board Secretary shall alert the Board President if a response is needed. Unless otherwise instructed to another Director, the Board President will answer email inquiries on behalf of the Board but may delegate responsibilities to Directors with relevant expertise on a matter (Vice President for sanctioned organization queries, Secretary for policy questions, financial questions for Finance Committee, etc.).

- For consistency, Board members should use the template in Appendix A as the basis for a reply to a stakeholder.
- If an incoming email may be addressed through policy or does not require a board decision or opinion, the Board President or Secretary may respond to the email with the applicable policy reference.
- If an incoming email may *not* be directly addressed with policy the Board Secretary or any other Director may request that the topic be addressed in a Board meeting.

SECTION 3.2 BOARD MEMBER INDIVIDUAL EMAIL ACCOUNTS

Individual email accounts may be created for each Board Member. Individual Board Member email accounts may be used for individual Board member work. The Board will utilize the Board's group email for official messaging and sending information to broad sets of stakeholders.

To ensure the most efficient dissemination of Board incoming communications an auto forward rule from the Public Board email account to the individual Board Member email accounts may be established.

Individual Board Member email accounts may be linked or synchronized to privately owned devices including computers and phones.

Due to the potential for protected or sensitive information being forwarded to the individual Board Member email accounts if a privately owned device is linked to the account the following guidelines apply to these devices:

Directors will accept all security configurations from the email server when connecting their privately owned device to the corporate email server

If a device is made, maintained, kept or issued for a director's official capacity and/or in the "custody and control" of the school, their device may become subject to legal proceedings.

- Directors acknowledge that by storing or accessing public information with their privately owned device their device may become subject to legal proceedings.

The corporation is not responsible for any loss, damage, or fees associated with loss of use as a result of legal action.

Devices will be password or otherwise protected from unauthorized access

Directors will notify the Board Membership of any theft, loss, or unauthorized access to a privately owned device which has been linked to their individual Board Member email account

SECTION 4 BOARD MEMBER PERSONAL USE OF SOCIAL MEDIA

The Board acknowledges that some Board Members may use social media tools for personal or professional use in their capacity other than as a Board Member. Board Members will ensure that their online activity does not conflict with the Code of Conduct or this Board Communication Policy.

Board Members will not affiliate themselves with the BLRA Board on any social media account profiles to avoid being identified as a spokesperson for the Board. Board Members may forward documents through social media that are publicly available; however, in accordance with Board policy, may not comment on them.

Board Members who use social media tools for personal use will consider how it may affect BLRA and other Board Members, recognizing that social media content is pervasive, often permanent and in many cases out of personal control once posted.

Board Members will ensure that no material is posted to their personal pages or sites that could jeopardize the reputation of BLRA or the Board.

SECTION 5 STAKEHOLDER CONCERNS AND COMPLAINTS

The Board and staff welcome constructive criticism with an interest in improving school experiences and programs. Stakeholders with concerns or complaints should utilize the BLA Grievance Policy and procedures for addressing concerns and complaints. If a stakeholder sends a complaint or concern to the Board, the Board will ask them to utilize the Grievance Policy which seeks to address and resolve concerns and complaints at the lowest level. The Grievance Policy can be found on the BLA website on the School Board page.

Revisions to Content

Revision Date	Change	Rationale
March 2012	Revised for individual board member email accounts	Add new communication means
April 2017	Updated and added social media	Provide guidance for its use
June 2022	Expanded on Board use of public email/responses to email, and duties Clarified/expanded language around privately-owned devices based on legal guidelines Clarification on appendix B to align with previously revised policies	Added necessary guidance for responding to stakeholders and use of privately owned devices
March 2024	Removed banned parents list Added Section 1.1 Public’s Right to Know and Access to Information Added Section 5 Stakeholder Concerns and Complaints Modified Appendices for Board Response Template Added Governing Authority, References and Cross-References	The Board will not maintain a banned list. Added Grievance Policy reference to encourage use of that process. Modified the Board Response template to set expectation and standard for Board responses to concerns sent directly to the Board.

Governing Authority and References:

- Colorado Revised Statute (CRS) 24-6-401 Open Meetings Law (or Sunshine Law): [open-meeting-requirements-of-the-colorado-sunshine-law](#)
- D49 Board of Directors Policies and Procedures, Section KD “Public Information and Communications” [Featured - School District 49 BoardDocs® Plus](#)

- D49 Board of Directors Policies and Procedures, Section KE “Stakeholder Concerns and Complaints” [Featured - School District 49 BoardDocs® Plus](#)

Cross-References (related BLA documentation):

- BLA Grievance Policy “Stakeholder Grievance Policy and Procedures” [School Board - Banning Lewis Ranch \(blracademy.org\)](#)
- BLA Policy “School Board Meetings, Policy Adoption, and Document Retention and Access.” [School Board - Banning Lewis Ranch \(blracademy.org\)](#)

File Location: BLA School Board Website

APPENDIX A: RESPONSE TEMPLATE

The Board will send this template message to stakeholders who submit concerns directly to the Board email. The Board asks stakeholders to utilize the Grievance Policy to seek remedy, which allows the staff to perform their assigned responsibilities.

“Thank you for sharing your perspectives and recommendations with the Board. Your message is accessible by all the Board of Directors for review. We are very interested in hearing from our many stakeholders as we seek to continually improve the experience for our students, staff and families. We seek openness, transparency and stability. We are certainly interested in better understanding ___ issues (*add relevant type of issues*) so they can be addressed.

We instituted a Grievance Policy that guides stakeholders through a path for addressing concerns. It requests stakeholders to engage at the lowest level first and work their concerns up via personal one-to-one communications through the administration. If still not satisfied, a stakeholder can submit a grievance form to the ACCEL Regional Vice President, and another one subsequently to the Board. We believe in handling grievances as they occur and attempting to work directly with the individuals involved. The Board will allow the administration to resolve concerns, and the Board won't intervene until a grievance form has been submitted.

Please consider working through the Grievance Policy that is located on our website here:
School Board - Banning Lewis Ranch (blracademy.org)

If you are still concerned after conversations with the Principal, please consider submitting a Grievance Form here: Banning Lewis Academy Grievance Form (google.com)

Thank you for making us aware of your concerns. We appreciate knowing how you, and our other stakeholders, feel and think so that we can make more informed decisions in the interest of our many stakeholders.”