



ADMINISTRATIVE REGULATION AND PROCEDURE

Title: DISTRICT BOARD COMMUNICATIONS

Code: AA0110

Policy Reference: Policy A0110

District Board members regularly receive communications and input from the public and others, and want to ensure that they are being responsive to those concerns or inquiries. This procedure sets forth the protocol and template responses that have been created to assist District Board members in the response process.

The following protocol should be used when responding to concerns or inquiries using the appropriate template response as set forth below:

1. *Board Chair included in the communication:* The Chair will respond to the individual with the appropriate template response and copies the College President.
2. *Board Chair is **not** included in the communication:* The individual board member receiving the communication responds using the appropriate template response and copies the Board Chair and College President.

Board Response Templates:

Template Response to Employee or Student Complaint

Thank you for bringing your concern to my attention. The Milwaukee Area Technical College District Board takes these matters very seriously, and the College has policies and procedures in place to address [employee/student (insert appropriate delineation)] complaints. The Board does not have a direct role in that review. I have forwarded your concern on to MATC President Dr. Vicki Martin who will ensure your concern is addressed appropriately pursuant to the College's policies and procedures. Dr. Martin updates the Board on such matters as requested.

Response to Community Member Complaint or Inquiry

Thank you for your message. The Milwaukee Area Technical College District Board takes feedback from the community seriously and we appreciate you taking the time to reach out to share your concern. I have forwarded this matter onto MATC President Dr. Vicki Martin who we have designated as responsible for the operations of the College. She will ensure this [matter, issue or inquiry] is addressed appropriately. Dr. Martin updates the board on such matters as requested.

Office of Responsibility: Office of the President
Revision Date: 8/23/22