

**Watershed Agricultural Council – General Policy
Protocol for Landowner/Contractor Contact with Board Members**

This policy addresses contacts to Board Directors by landowners (forest and farm) and easement participants when there is a difference of opinion about planning, construction or implementation of their BMPs, forest management plans or easements. The Board Members role in these situations is to act as a liaison between the parties and at times will require a diplomatic approach. The Directors must remember that at all times they are representing not only the Board of Directors but the organization and all of the employees as well. The Board Members will adhere to the following guidelines.

Guidelines

1. Never ignore a contact or dismiss it as either too complicated or too trivial.
2. Listen without agreeing or disagreeing.
3. Always follow through by informing the Executive Director unless the question is so routine about a specific program that it could be forwarded directly to the Program Manager.
4. Follow up within a reasonable time with the Executive Director to see if appropriate action has been taken.
5. Within a reasonable time check back with the landowner/contractor as a follow up courtesy.