



COUNTY OF MENDOCINO

Executive Office

DARCIE ANTLE
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CLERK OF THE BOARD

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Communication Etiquette for BOS Agenda and Constituent Matters

To ensure effective and respectful communication among all parties involved in BOS agenda items and constituent matters, please adhere to the following guidelines:

1. New Agenda Item
 - Consult with both the CEO and the relevant Department Head to discuss and ensure alignment. Share your DRAFT agenda summary with the DH in advance of publication and invite feedback that may clarify or strengthen the item.
2. Posted Agenda Item
 - In advance of the meeting, communicate directly with the Department Head via email or phone if you have questions or concerns regarding a posted agenda item. Include the CEO in this communication for awareness.
3. General Questions or Information Requests
 - Reach out directly to the appropriate Department Head. CC: the CEO or the DCEO assigned to the department for awareness of any issue.
4. Constituent Complaints
 - Verify that the constituent has utilized all available channels within the department to resolve their issue. This approach helps BOS members avoid becoming intermediaries in departmental matters. When contacting a Department Head regarding a complaint, please allow up to 48 hours for a response, as they may need time to address their current priorities before responding.
 - For urgent or significant complaints, include the CEO in the communication, whether by email or phone, for visibility and expedited handling.

This protocol helps ensure clear and efficient communication while respecting the workflow of all parties involved.

Darcie Antle
Chief Executive Officer