## **Freecycle Support Help Team Decision Tree**

Use when transferring messages outside the Help Team

Message from the general public

Spam

Change status to Spam

Business opportunity (not spam)

Sales email (not spam)

Advertising or sponsorship request beyond Google Ads

Forward to Dona@

Police Inquiry

**Request from Press** 

Request for logo use

Message from another nonprofit

Forward to Deron@

Start a new group

Send Start a New Group saved reply & bcc NGAcoordinator@ Message from a member

Request for account or data deletion

Privacy question or issue

Move to Data
Protection mailbox
(privacy@)

Question about donations not covered in team wiki or HS saved reply

Report of scam, spam OR unauthorized use of personal details (phone, address)

Move to Spam Control mailbox (spamcontrol@) Post pending or not approved

Responding to Admin or message from local mods

Mod not responding

Complaint about Mod

Complaint or concern about another member

Send Contact Local
Mods Saved Reply and/
OR forward to GOA

Any message regarding a local group where member is upset or angry

Forward to GOA

Report or complaint about group allowing animal posts

> Assign to Team Lead

Offer to volunteer as a group mod

Send Moderator
Volunteer saved reply &
forward to GOA if you
can ID the group

Offer to volunteer for a Freecycle Team

Forward to Volunteers@

Message from a Mod

Question about policy or procedures

Issue with a local group member

Issue with another local group

**Forward to GOA** 

Report of scam or spam

Move to Spam Control mailbox (spamcontrol@)

Technical issue with Mod Tools

Move to Mod Help mailbox (sitemodhelp@)