Freecycle Support Help Team Decision Tree

Use when transferring messages outside the Help Team

Message from the general public

Spam

Change status to Spam

Sponsorship inquiry

Send Sponsor saved reply, then leave response for TL

Business opportunity (not spam)

Sales email (not spam)

Assign to Team Lead

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@

Volunteer for anything other than moderator

> Forward to Volunteers@

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

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

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

Message from a Mod

Question about policy or procedures

Issue with a local group member

Issue with another local group

Forward to area **GOA**

Issue with GOA

forward to GOA@ cc Alison@

Report of scam or spam

Move to Spam **Control mailbox** (spamcontrol@)

Technical issue with **Mod Tools**

Move to Mod Help mailbox (sitemodhelp@)