Freecycle Support Help Team Decision Tree
Use when transferring messages outside the Help Team

Message from the general public

- Spam or advertisements → **Change status to Spam**

- Police Inquiry / Request from Press / Request for logo use / Message from another nonprofit → **Forward to Deron@**

- Sponsorship inquiry → **Send Sponsor saved reply, then assign response toTL**

- Business opportunity (not spam) / Sales email (not spam) → **Assign to Team Lead**

- Start a new group → **Send Start a New Group saved reply & forward to 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 → (arrow to **Forward to Deron@**)

- 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**

- Report from mod or member about a Facebook group using the Freecycle name but not affiliated with TFN → **Forward to area 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@)**

Last updated March 6, 2021