

Process for Solving Concerns

1. Person(s) Raising Concern: _____

Person(s) involved in the Concern: _____

Date: _____

2. **Define and Clarify the Problem:** Make sure there is a common understanding of the concern.

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3. **Determine Outcomes:** Consider everyone affected. "Other" could include colleagues, staff members, members of the public, etc. What is important for each person involved?

(Note: Person A, B or C could be a parent, teacher, student, administrator, etc.)

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| Person A's outcome | |
| Person B's Outcome | |
| Person C's Outcome | |
| Other Outcome | |

4. **Brainstorm Options.**

5. **Next Steps:** The steps may be as simple as understanding others' interests. Change or add headings (Teacher, Parent, etc. as required).

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|-------------------|--|
| Person A will | |
| Person B will | |
| Person C will | |
| Other person will | |

6. **Follow Up:** Are there any further steps needed for conclusion, such as a follow up letter or phone call. Note any time frame for follow up.

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After the Fact: In the event closure was not achieved, record action taken, who the concern was referred to, etc..

Signature: Person Raising Concern

Signature: Person Involved in the Concern