

Document Number: A-34
 Document Name: Communication and Complaint Policy
 Effective Date: May 21, 2016
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1.0 Purpose

Open, honest and useful communication allows anyone at Wasatch Charter School (WCS) to communicate with others. Communication will not be useful if the person you approach isn't the key person involved or the person who should handle the situation. Decisions rendered must be based on law, policy and in line with the mission and vision of the school.

2.0 Definition

3.0 Policy Content

SUGGESTION PROCESS

WCS welcomes suggestions, comments, and/or concerns. This will ensure we are taking appropriate action regarding potential improvements to the school. Forms for suggestions will be available in the front office. Individuals with suggestions are welcome to fill out a form or send an email to the general school account: info@wasatchwaldorf.org. All forms and emails will be forwarded to the chairs of the appropriate councils or committees and reviewed in

Last Modified By: Enter Text

Last Modified On: Select Date

Page: 1

Document Owner: Enter Text

Original Date: Select Date

meetings. Any suggestions that are being adopted or integrated will be noted in the meeting minutes.

CONCERN PROCESS

1- Go to the person with whom you have an issue. As someone is approached to resolve a problem, one should first evaluate intent and proceed respectfully as follows:

- Speak directly to the person(s) involved
- Seek to understand the others’ point of view
- Keep your courage high to tell the true story and keep your consideration high to listen to the other party
- Seek a mutually beneficial solution

A concern that involves the staff should be addressed directly with the individual(s) involved.

- Parents who have concerns about their child’s classroom experience should first address those concerns directly with their child’s teacher.
- Staff who have concerns, they should first discuss those concerns with the individual(s) that are involved.

2- If the concern is not resolved to satisfaction, an individual may request a School Concern Form from administration (Executive Director, Administrative Assistant, Pedagogical Director)

A School Concern Form is a request for an active discussion and response from the appropriate committee or council. If action is not being requested, then concerns should be shared with the appropriate individual and administration, but no form should be filled out.

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| Last Modified By: | Enter Text | Last Modified On: | Select Date | Page: | 2 |
| Document Owner: | Enter Text | Original Date: | Select Date | | |

3- All School Concern Forms will be forwarded to the committee, board, or council with decision-making responsibility for the issue. The concern will be added to upcoming committee, board or council meeting agenda. Additional information may be requested, and the individual with the concern may even be invited to the meeting, as appropriate. The concern will be discussed in the meeting, or a series of meetings, and a proposed resolution agreed upon. A designee from the committee, board, or council will then contact the individual to report on the process and the proposed resolution.

4- If there is agreement, and the individual is satisfied that their concern has been addressed, the resolution proposed by the committee, board, or council will be implemented.

5- If there is not agreement, then an additional meeting may be requested. This additional meeting will include the members of the council, the concerned individual, and an outside mediator (administration, staff, or board member, as appropriate). The purpose of the mediator is to ensure that all parties have an opportunity to speak, to be heard, and to reach an agreement.

The form of the mediation will be:

- 1- The individual will present his or her concerns.
- 2- A member of the council will reflect back the concern as it was heard.
- 3- The member of the committee, board, or council will present their process and determination.
- 4- The individual will reflect back their understanding of the process and determination.
- 5- The mediator will invite both parties to make a commitment of what they are willing to offer moving forward. Both parties will speak.
- 6- The mediator will allow both parties to make a request moving forward.
- 7- A clear understanding will be reached regarding the commitments that have been made.

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| Original Date: | Select Date |

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| Page: | 3 |
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8- A future date will be set for the mediator to follow-up with both parties on the commitments.

6- If there continues to be a concern, either due to a lack of agreed upon resolution or a lack of adhering to commitments, an individual or council may request a meeting in which the Executive Director or Governing Board will act as mediator. The form of the meeting will be the same as the mediation meeting; however, unlike at the previous mediation meeting, at this phase, the Executive Director or Governing Board may offer suggestions on requests and commitments that could be made. Following this meeting, and at the discretion of the mediator, the concern process will be considered completed, and the concern form will be filed or archived along with minutes from the meetings.

4.0 Relevant Procedures, Guidelines & Restrictions

Communication to and from the Board of Directors

Whereas the Board is a policymaking body, it is the responsibility of the Executive Director and school personnel to administer the policies. The Board has collective authority; no individual board member has authority to make decisions or act unless it has been delegated to him/her by the Board. Individual Board members may communicate with employees to ask questions, etc., but shall address administrative concerns to the Board. Individual members will not give orders to any employees, either publicly or privately, unless expressly appointed to by the Board.

The Board can only act, and thus communicate as a body in a public meeting. Hence, the Board communicates with the school, the school Executive Director, and the school community only at school board meetings and via its designee, the Executive Director. Any communication between individual board members and the school, or school community, or to any of the school community's individual members is not considered communication to or from the Board

Last Modified By: Enter Text

Last Modified On: Select Date

Page: 4

Document Owner: Enter Text

Original Date: Select Date

(unless the board member, or designee, is carrying out an official assignment from the Board that was directed by vote of the Board.) Community members are welcome to address the Board at any board meeting during the visitor comment section on the agenda.

Regular Board Meetings

Regular meetings of the board shall be held at least 10 times each year. Notice for these meetings shall be given at least 24 hours prior to the meeting and the board will make every attempt to provide notice well in advance. Board meetings will be held at the school. Notices will be posted on the school website, physically posted on the school’s bulletin board, and submitted to the Utah Public Meetings website. In the event that a board meeting will be held at a location other than the school, trustees will post a notice at the location the meeting will be held. An annual meeting will be held each year in June. Board meetings will remain open to the public unless a closed session is convened by a majority vote of members present and shall only be for reasons allowable by State Statute 52-4-204. Closed sessions will be subject to the requirements of Utah State Open Meetings Laws. Board members will review Utah Open Meetings laws on an annual basis. Parents may vocalize concerns during the public comment period only of a board meeting. Members of the public will have 2 minutes to speak to the board or 5 minutes if they represent a group.

5.0 Policy Owner

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| Last Modified By: | Enter Text | Last Modified On: | Select Date | Page: | 5 |
| Document Owner: | Enter Text | Original Date: | Select Date | | |

6.0 Exhibits / Appendices / Forms

7.0 Supporting Information

8.0 Document History

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| Last Modified By: | Enter Text |
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| Last Modified On: | Select Date |
| Original Date: | Select Date |

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| Page: | 6 |
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