



Document Name:	Communication and Complaint Policy
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## 1.0 Purpose

Open, honest and useful communication allows anyone at Wasatch Waldorf Charter School 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**

Wasatch Waldorf Charter School welcomes suggestions, comments, and/or concerns. This will ensure we are taking appropriate action regarding potential improvements to the school. Individuals with suggestions are welcome to send an email to the general school account: [info@wasatchwaldorf.org](mailto:info@wasatchwaldorf.org). All emails will be forwarded to the chairs of the appropriate councils or committees and reviewed in meetings. Any suggestions that are being adopted or integrated will be noted in the meeting minutes.

### **CONCERNS**

Concerns are a normal and natural occurrence among people working together toward shared goals. When we engage in moving a concern toward resolution, we model healthy human relationships for our students and for each other. Resolution can take a variety of forms, including:

- coming to a mutual understanding
- recognizing the need for further work
- agreeing to disagree, and agreeing, nonetheless, to treat each other with respect.

**WCS has a four-level process to support concern resolution and improve parent staff communication.**

**Level 1:** Speak to the Person Directly

**Level 2:** Contact the Class Teacher or the Person with Direct Responsibility

**Level 3:** Contact the Communication Support Team

**Level 4:** Fill out written form to start a Formal Concern. The School Concern Form can be obtained from the front office. (See Appendix A.)

These steps are described in more detail below.

At any level, inviting a mutually agreed upon Third Person as listener or facilitator into a conversation is always an option. The Third Person can be anyone from within or outside the WCS community, you can also request a Communication Support Team member to be present (see below under Level 3). With honest, direct communication, most concerns can be resolved. A resolution may be documented with a formal agreement.

**Level 1: Speak to the Person Directly, whether a parent, teacher, or staff member**

Direct communication, with respect and sensitivity, is the groundwork for all conflict resolution. Keep in mind the principles in Healthy Communications and Electronic Communications Guidelines found in the parent-student handbook. At WCS, we speak TO not ABOUT others.

**Level 2: Contact the Class Teacher or Individual with Direct Oversight Responsibility**

If a direct conversation has not yielded a satisfactory resolution to the concern, the next step is a conversation with the Class Teacher or Individual with Direct Responsibility (If the concern is with the Class Teacher or Individual with Direct Responsibility, then Levels 1 and 2 become one. If the concern is

unrelated to class teaching, then the person with direct responsibility for the issue should be contacted.) See the communications flowchart in the parent-student handbook for guidance on who has responsibility for particular concerns.

The Class Teacher or Individual with Direct Responsibility has a larger perspective that can often be helpful. He or she may be able to facilitate a resolution to the concern. Also, sharing your concerns can also help create a fuller picture for the Class Teacher or Individual with Direct Responsibility.

If necessary, invite a mutually agreeable Third Person to the conversation. The teacher or third person (if a CST member - see Level 3 below) will document the conversation for future reference and distribute to “needing to know parties” and do a follow up after a week.

If, after taking this action, we feel the conflict remains unresolved, we proceed to Level 3.

### **Level 3: Contact the Communication Support Team**

If Level 2 has not brought satisfactory resolution, the next step is to contact the Communication Support Team (CST) at [CST@wasatchwaldorf.org](mailto:CST@wasatchwaldorf.org) or ask for assistance at the front desk to help you get in touch with the team.

WCS has a “Communication Support Team” that handles concerns. The Communication Support Team (CST) is an appointed body composed of up to five people including faculty members and parents. These individuals are appointed because they are skilled at listening and have demonstrated successful results in addressing concerns and will receive training on mediating meetings.

The CST will work when with all parties involved, bring them together as needed, and assist in resolving the issue. The CST will take objective notes during those meetings reflecting the concerns, recommendations, resolutions and or action plan, distribute those notes to the parties involved and follow up after a week.

When a concern is brought to the CST, the CST will acknowledge the request for assistance within one working day by phone, email or in writing, and will work with all parties, to bring them together, as needed, to help resolve the issue. We may invite a mutually agreed upon Third Person to participate in

any meeting with the CST. Two or three members of the CST will participate in any given meeting; any CST member involved in the specific conflict will recuse him/herself from participating.

All inquiries to the Level 3 process will be logged and communicated to the CST team which meets on a monthly basis.

#### **Level 4: Filing a Formal Concern**

Should still further action be needed, the next step available for concern resolution is to request to fill out a School Concern Form (see Appendix A). The forms will be kept at the front desk. Forms should be priority mailed or handed over in person to the Executive Director. The Formal Concern will be handled by the Communication Support Team which will provide a formal response acknowledging that the formal concern was received and giving a timespan in which to expect further action on handling and resolving the concern by involving proper authorities.

## **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 (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 Appendices

### 5.1 Appendix A: School Concern Form

#### **SCHOOL CONCERN FORM**

Thank you for taking the time to articulate your concern in writing. Concerns are a normal and natural occurrence among people working together toward shared goals. When we engage in moving a concern toward resolution, we model healthy human relationships for our students and for each other. Resolution can take a variety of forms, including:

- coming to a mutual understanding
- recognizing the need for further work



- agreeing to disagree, and agreeing nonetheless to treat each other with respect.

WCS has a four-level process to support concern resolution and improve parent staff communication.

Level 1: Speak to the Person Directly

Level 2: Contact Your Class Teacher or the Person with Direct Supervisory Responsibility

Level 3: Contact the Communication Support Team ([CST@wasatchwaldorf.org](mailto:CST@wasatchwaldorf.org))

Level 4: Fill Out Written Form to Start a Formal Concern

For more information on the steps and process, please see the Healthy Communications Guide on the WCS Website. Using the contact information you provide, the Communications Support Team will reach out to set up an appropriate meeting or offer guidance on the Communications Process at WCS.

This form may be filled out in hard copy or the elements on this form may be sent in an email to the Communication Support Team.

**Your Name:**

**Date** this form was submitted:

**What is the best way to contact you?** (Please circle one and provide the information requested.)

By phone (include your number and the best time to reach you at that number):

By email (include your address):

**Please describe your concern:**



If possible, summarize your concern in one sentence:

**What steps have you already taken toward addressing your concern?**

Step 1: Speak to the Person Directly?

Step 2: Contact your class teacher or the person with the direct responsibility for the area of concern?

Step 3: Contact the Communication Support Team?

**What is your goal regarding this concern?** (For example: to be heard, to gather information, to seek advice, etc.) What is your desired outcome?

**For use of the CST:**

Date received: \_\_\_\_\_

Notes pertaining to actions or proposed actions: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of Acknowledgement & Referral:

Date of Facilitated Meeting or Conversation:

Date(s) of Resolution:

Date(s) of Follow-up: