

**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.)

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).

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