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DESCRIPTOR TERM:

District 370 Policy  
File Code: 1.65

School Board Governance & Operation

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Process for Addressing Concerns

2002

5-13-02

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The purpose of this policy is to give people a way to have their concerns addressed in a manner that follows proper channels, includes all who should be included and brings closure to the concern. It also creates a clear target that does not move over time and increases effective communication in the district. In addition, it creates and leaves a paper trail of what has been done, discovered and decided so it can be referred to throughout the process and at a later date, should the need arise.

The following forms will be used to keep a record of the process.

HOMEDALE SCHOOL DISTRICT  
**Concern You Would Like Addressed**  
(Please keep your presentation to one sheet. Thank you.)

Name: \_\_\_\_\_ Date \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

Subject: .....

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Problem: .....

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Examples that validate the problem: .....

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Results: .....

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Suggested Solutions: .....

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Response Date: \_\_\_\_\_

Person Responding \_\_\_\_\_

HOMEDALE SCHOOL DISTRICT

**Response to Concern**

(At least an initial response will be given by a staff member within three (3) working days)

Person Responding \_\_\_\_\_ Response Date \_\_\_\_\_

Method used to communicate response to concerned patron \_\_\_\_\_

Actions taken to investigate concern: .....

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People contacted in gathering information upon which to make decision: .....

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Findings of investigation: .....

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Decision made by staff member: .....

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Results of communicating the response to patron: .....

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Next step, if needed, and date initiated: .....

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\_\_\_\_\_  
Signature of Staff Member

\_\_\_\_\_  
Signature of Patron