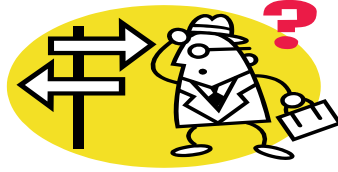


If I Have A Concern...What Can I Do?



#1 RULE OF THUMB:

TRUST THE GOOD INTENTIONS OF ALL PARTIES

What We Teach Our Students at Three Rivers

We believe that in order to learn how to solve problems, students must be able to have the experience of meeting with the person and working out a positive compromise.

This is the same for the parents and board members of this organization.

If you have a concern or a complaint... we would like to hear it. Please know that it is our wish to solve this concern to the best of our ability. We sometimes need to make decisions that are not popular but, at the same time, are the best for the entire community.

YOUR LIFE IS WHAT YOU MAKE IT!

Student with Student

1. Discuss the situation and possible alternatives or compromises with your child. Have them meet with the student and try out these solutions.

If not satisfied with the resolution...

1. Talk with a teacher about the problem and gain a new perspective and possible solution.
2. Leave a note for Ms. H. and meet with her to discuss possible next steps.
3. Have one of the teachers address the problem at a morning meeting.

If not satisfied with the resolution...

1. Write your name on the School Meeting Agenda and the school will discuss this together (with no names) to gain assistance and help from all of your child's classmates.

If not satisfied with the resolution...

1. Write a note to Ms. H. detailing what you have done to solve the problem and what has happened. Ms. H will meet with you and then resolve the issue. There will be an agreement of all sides to compromise to reach an agreement clearly and have a solution ready for the situation.

Student with Teacher

1. Make an appointment to sit with the teachers. Discuss the situation and possible alternatives or compromises with your teacher. State the problem clearly and have a solution ready for the situation.
2. Write a letter to the teacher detailing your thoughts...working toward the goal of a positive balanced solution.

If not satisfied with the resolution...

1. Write a note to Ms. H. detailing the problem and the results of the meeting with the teacher. Be ready to discuss possible alternatives to find a positive solution.
2. TRCS Staff will meet to discuss problem and help teacher and student facilitate problem solving.

If not satisfied with the resolution...

1. Write a letter detailing the problem and what you have done to solve it. Meet with Ms. H. to discuss the situation. At this meeting, making a plan for a positive solution. Meet with both Ms. H and the teacher to discuss and implement the plan.
2. Check back in with Ms. H. after a few days to follow up on progress

Parent and Another Student

1. Keep in mind that we can only have control over "school-related" situations.
2. Please write an e-mail to a particular teacher or to Ms. H. about the situation. Often there is much that is unknown about a family and child that is not your own. Please remember that we do not share confidential information about other students, but would be happy to discuss positive ways to problem solve to a resolution.

If not satisfied with the resolution...

If not happy with the resolution, and the problem is a "school related" issue:

1. Allow the opportunity for Ms. H. to contact the parents with observable facts to discuss solutions with the parents.
2. Ms. H. will follow up with you to let you know that this meeting occurred and what positive observable behaviors will be expected in the future.
3. Ms. H. may ask the child to write a plan to help monitor and adjust the behavior in the future.
4. Ms. H. may ask the child to write apologies to all parties injured in the action.



If I have a concern...what can I do?

Parent with Another Parent

Remember that all of us have the best of intentions. There are all different perspectives to a given situation. When you find yourself in a situation that you do not feel comfortable with...

1. Try to make time to talk with the other parent first to resolve the issue.
2. If it is a school related situation, set up a meeting with Katherine Holtgraves to discuss problem solving solutions. Remember, that there are confidentiality procedures that Katherine is obligated to follow. Know that this cannot be a discussion of the family or student that is not your own, but rather a discussion of how to deal with a difficult interaction or personality.
3. Write an e-mail or phone call the parent to share your thoughts and feelings. Work to compromise and reach a place where both parties feel positive and can move forward.
4. If this is a "school related" problem, please allow Katherine Holtgraves to contact the parent to discuss the situation and reach a positive solution to the issue.
5. Discuss your feelings with the person. Come into the interaction with a wish for a positive and productive situation, remembering that each of us has a different perspective and outlook on every situation. Be open and willing to hear another point of view.

Parent with Teacher or TRCS Staff Member

1. Write and e-mail or letter to the person, leaving them time to gather their thoughts before they respond. Share your side but avoid judgment phrases like, "you believe...", "you sounded like...".
2. Talk with significant people in your life to gain perspectives and possible solutions to the situation.
3. Keep Katherine Holtgraves informed of the situation by CC. e-mails.

If you are not satisfied with the resolution....

1. Meet with Katherine and the staff member to discuss the situation together, working toward a positive and productive solution to the concern. Katherine will follow up with feedback on the successful solution to the concern.
2. Katherine will follow up with feedback on the successful solution to the concern.

If you are not satisfied with the resolution...

1. Meet with the TRCS board personnel committee to discuss the situation, working for a positive and productive solution.
2. E-mail the chair of the board, Lisa Ellingson, lisa.a.ellingson@us.hsbc.com, to discuss the situation or concern.
3. Lisa will contact the board if she feels it is necessary and provide feedback to you in a timely fashion on your concern.

Parent and TRCS Board

1. Call Board Chairman first to discuss the issue.
2. E-mail the board at board@3rcs.org to discuss concern.
3. Come to a board meeting and speak your concern during the open comments section of the meeting (the first section of the meeting).
4. Meet with a designated board member to discuss possible solutions.

REMEMBER that personnel issues need to be taken to Katherine Holtgraves directly. The personnel committee is advisory to Katherine in case the need arises.

