

## Healthy Interactions Process for Resolution - Template

Concerned Party: \_\_\_\_\_

Recipient: \_\_\_\_\_

Referred to: \_\_\_\_\_

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

1. Establish a Positive Environment

2. **Define the problem** (Details on reverse if necessary):

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|  |
|--|

3. **Determine Interests** (Consider all parties involved):

|                     |
|---------------------|
| Parent's Interests  |
| Student's Interests |
| Teacher's Interests |
| Other               |
| Other               |

4. **Generate Solution Alternatives:**

**5. Action Plan:**

|                           |
|---------------------------|
| <b>Parent will:</b>       |
| <b>Student will:</b>      |
| <b>Teacher will:</b>      |
| <b>Other person will:</b> |
| <b>Other person will:</b> |

**6. Follow-Up Action (Steps to Closure):**

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**Tips for using the process form**

(Numbers used match spaces for completion in the process.)

1. **Definitions:** Concerned Party: insert the name of the person raising a concern  
  
Recipient: identify the person receiving the complaint  
  
Referred to: insert the name of the person first asked to work toward resolution with the concerned party; normally this will be the person most directly affected by the concern  
  
Interests: what must be considered for that person
2. **Define the problem:** The person handling the concern should have the skills and take the time necessary to clarify and ensure common understanding of the issue to be addressed.
3. **Determine Interests:** Consider all parties affected. “Other” could include colleagues, staff members, members of the public and so on. What needs do the participants have that must be considered? What is important to each participant?
4. **Generate Solution Alternatives:** Brainstorm and consider alternatives. It is not necessary to record options on this form.
5. **Action Plan:** Record actions to be taken by each participant. A minimum guaranteed action may be simply understanding others’ interests. Change or add headings (Teacher, Parent and so on) as required.
6. **Follow Up:** Determine actions (if necessary) needed to assist in bringing closure (for example, follow-up letter or phone call). Note any time frame for follow up.

**After the Fact:** In the event closure was not achieved, record action taken, to whom the concern was referred and so on.