

# Maple Village Waldorf School

## Listening Counsel Procedure

1. The purpose of the Listening Council will be to facilitate communication among community members when challenges arise and other avenues have not proven effective. Any member of the Maple Village Waldorf School community (Staff, Faculty, Administration, Board Member or Parent) may consult with the Listening Council. After attempting to resolve a concern or make a request through the proper channels as directed in the Parent and Employee Handbooks, the individual shall be given the opportunity to choose two (2) members from the Listening Council to hear about their situation.
2. The two (2) Listening Council members shall arrange a meeting time at Maple Village Waldorf School.
3. The Listening Council members shall listen only, asking questions merely to clarify. They shall conclude the meeting by asking the individual what they would like to see happen in form of resolution or implementation of an idea.
4. The Listening Council members shall inform the individual that they will receive a follow up letter from the Board and/or Faculty with suggestions for next steps.
5. The two (2) Listening Council Members shall then each record in writing what they have heard and determine between the two of them who needs to be involved in assisting with finding resolution or potentially implementing the idea presented. If the Listening Council feels they need to hear the other side of the situation being presented they shall request that the involved parties come in and share their side of the story. This may include any adult and is not limited to Staff, Parents, Faculty and Administration.
6. The two (2) reports from each member shall be submitted to the Board of Trustees, the Dean of Education and Faculty (if appropriate).
7. A follow-up letter will be sent to the individual(s) who initiated the complaint and/or idea. This letter shall cover any action that has been taken and/or next steps. In the event that there is no apparent resolution, beyond that which has already occurred, this shall be indicated in the letter along with the relevant reasons.
8. All documentation shall be filed in the appropriate files in the office.