

SIX STEPS TO ISSUE RESOLUTION

The following steps outline a communication protocol that encourages positive resolution. All parents, students and staff of the Wauwatosa School District are encouraged to follow these steps.



APPROPRIATE STAFF MEMBER

The first step is to discuss your concern with the staff member involved; the teacher, educational assistant, coach, etc. More than 95% of all concerns are resolved at this level.



PRINCIPAL

If Step 1 does not resolve the concern, discuss it with the building principal. Principals can explain policies and procedures that may not have been covered by the staff member in addressing your concern.



CENTRAL OFFICE DIRECTOR

If you still have concerns after speaking with your building principal, contact the central office director who oversees the area of concern, including Director of Student Services, Director of Equity, Director of Elementary Education, Director of Secondary Education, Director of Human Resources or Director of Special Education.



ASSISTANT SUPERINTENDENT

If you feel your concern was not adequately resolved, contact the appropriate Assistant Superintendent at Central Office; Business Services, Human Relations, Teaching + Learning.



SUPERINTENDENT

If the Assistant Superintendent was not able to determine a resolution, then discuss with the superintendent.



SCHOOL BOARD

The School Board hears concerns that have not been resolved after being addressed first at a previous level. The Board can be contacted in writing, by phone or via email.

