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# Steps to Issue Resolution

When concerns arise for parents, students, and staff of the Wauwatosa School District, the following steps identify the order of who you should contact to encourage positive resolution of the concern or conflict.

## 1 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.

## 2 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.

## 3 Central Office Director

If you feel your concern was not adequately resolved at the building level, contact the appropriate director at Central Office; Business Services, Human Resources, Teaching & Learning - Elementary and Secondary.

## 4 Superintendent

If the Central Office Director was not able to determine a resolution, then discuss with the superintendent.

## 5 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 e-mail.