

HOW TO

Address Questions and Concerns

A guide for Parents and Guardians

Updated: 9/2017

Parents are encouraged to direct their concerns to the persons most closely involved. However, when initial contacts fail to provide resolution, a parent may file a formal complaint and seek review at a higher administrative level.

TYPE OF CONCERN	STEP 1	STEP 2	STEP 3	STEP 4
Academic Concerns • Curriculum • Materials of Instruction • Grading Policies • Classroom Environment	Classroom Teacher	Principal Assistant Principal HHS Assistant Principal Wilson	Assistant Superintendent of Educational Services	Superintendent
Infinite Campus Support	Administrative Assistants	District Data Analyst	Exec. Dir. of Student Services	
Administration Concerns Regarding Policy / Procedures	Principal	Exec. Dir. of Student Services	Superintendent	Board of Education
Counseling • College Admissions • Family Concerns • Social/Emotional Concerns • Student Transcripts	School Counselor/High School School Counselor and/or Social Worker K-8	Principal	Exec. Dir. of Student Services	
Health and Medical Concerns	School Nurse	Principal	Exec. Dir. of Student Services	
Special Education Concerns	Classroom Teacher Special Education Teacher	Principal Assistant Principal	Exec. Dir. of Student Services	
Transportation	Riteway	Exec. Dir. of Business Services		
Food Service	Aramark	Exec. Dir. of Business Services		
Residency	School Administrative Assistants	Exec. Dir. of Student Services		
Attendance Area Waivers • Letter to Superintendent	Exec. Assistant to Superintendent	Superintendent		
Authorized Distribution of Flyers	Exec. Assistant to Superintendent	Superintendent		
High School/Extra Curricular Concerns	Coach/Advisor	Dir. of High School Athletics	Principal	Superintendent
Instructional Technology Concerns	School IMC Specialist Special Education Teacher (per IEP)	Principal	Exec. Dir. of Instructional Technology & Continuous Improvement Systems	
My Tech/Technical Support	School IMC Specialist	Exec. Dir. of Instructional Technology & Continuous Improvement Systems		
Buildings and Grounds/Safety Concerns	Principal	Dir. of Buildings and Grounds/Safety Manager	Exec. Dir. of Business Services	Superintendent
DISCIPLINE				
Short Term Suspension	Principal	Exec. Dir. of Student Services		
Long Term Suspension/Expulsions	Principal	Exec. Dir. of Student Services	Superintendent	Board of Education (only in case of expulsion)
FORMAL COMPLAINTS				
• Requests • Complaints • Suggestions	Discuss the matter with the Staff Member.	Building Principal or Immediate Supervisor	Superintendent	

DISTRICT ADMINISTRATORS:

Matthew Joynt, Superintendent
 Jeridon Clark, Assistant Superintendent of Educational Services
 Sarah Viera, Executive Director of Business Services
 Sarah Zelazoski, Executive Director of Human Capital
 Jennifer Flierl, Executive Director of Communications
 Rachel Fellenz, Executive Director of Student Services
 Lauren Croix, Executive Director of Instructional Technology & Continuous Improvement Systems
 Erich Hinterstocker, Director of High School Athletics
 Kyle Thompson, Director of Buildings & Grounds

PRINCIPALS:

Brett Bowers, Homestead High School
 Allison Rudich, Lake Shore Middle School
 Deborah Anderson, Steffen Middle School
 Christopher Gray, Donges Bay Elementary School
 Mary Jo Tye, Oriole Lane Elementary School
 Jocelyn Sulsberger, Wilson Elementary School

Help your child to **SPEAK UP** and report potential acts of violence, threats with weapons or other safety issues. The safety of our school depends on all of us. After school hours call Mequon Police Non-Emergency (262) 242-3500 or 9-1-1

MTSD ALERTS — Text or Email
 MEQUON-THIENSVILLE SCHOOL DISTRICT
 5000 W. MEQUON RD.
 MEQUON, WI 53092
www.mtsd.k12.wi.us



IMPORTANT TELEPHONE NUMBERS

Staff Directory <http://www.mtsd.k12.wi.us> Schools & Staff > Staff Directory

220 Transportation Coordinator	(262) 238-8515
Athletics High School	(262) 238-5634
Board of Education	(262) 238-8504
Buildings and Grounds/Safety Manager	(262) 238-5666
Business Services	(262) 238-8507
Educational Services	(262) 238-8515
District Emergency/Security (only during school hours)	(262) 238-5666
District Policies/Procedures	(262) 238-8504
District Rental of Facilities	(262) 238-5635
District Attendance Confirmation Boundaries	(262) 238-8507
Donges Bay Elementary School Office	(262) 238-7920
Early Childhood Support Office	(262) 238-8510
Food Service/Nutrition (Aramark)	(262) 238-5648
High School Academic Success Center	(262) 238-5625
High School Attendance Office	(262) 238-5620
High School Band	(262) 238-5671
High School Choir	(262) 238-5845
High School Counseling Office	(262) 238-5635
High School Office (Principal, Assistant Principals)	(262) 238-5864
High School Orchestra	(262) 238-5672
High School Performing Arts	(262) 238-5674
High School Psychologist	(262) 238-5675
High School Registrar (student records, transcripts)	(262) 238-5678
High School Social Worker	(262) 238-5649
Human Capital	(262) 238-8513
Lake Shore Middle Activities Coordinator	(262) 238-3629
Lake Shore Middle School Office	(262) 238-7600
Oriole Lane Elementary School Office	(262) 238-4220
Student Services	(262) 238-8510
Recreation Department	(262) 238-7535
Residency Verification	(262) 238-8510
Steffen Middle Activities Coordinator	(262) 238-4710
Steffen Middle School Office	(262) 238-4700
Superintendent's Office	(262) 238-8504
Transportation (Riteway Bus Services)	(262) 512-1044
Wilson Elementary School Office	(262) 238-4600