

# HOW TO

## Address Questions and Concerns

*A guide for Parents and Guardians*

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

**DISTRICT ADMINISTRATORS:**

Demond Means, Ed.D., Superintendent  
 Matthew Joynt, 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  
 Jeridon Clark, Executive Director of Organizational Alignment & Digital Learning  
 Erich Hinterstocker, Director of High School Athletics  
 Kyle Thompson, Director of Buildings & Grounds

**PRINCIPALS:**

Brett Bowers, Homestead High School  
 Keona Jones, Lake Shore Middle School  
 Deborah Anderson, Steffen Middle School  
 Allison Rudich, 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](http://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

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