

## SCHOOL AND DEPARTMENT DIRECTORY

Hawkins Elementary School	Chris McAuliffe, Principal	810.299.3900
Hilton Elementary School	Erin Belanger, Principal	810.299.3950
Hornung Elementary School	Jack Yates, Principal	810.299.4450
Spencer Elementary School	Chelsea Boyd, Principal	810.299.4350
Maltby Middle School	Dan Aten, Principal	810.299.3600
	Dan Aten, Principal	
Scranton Middle School	Bill Renner, Principal	810.299.3700
	Cody Rudolph, Principal	
Brighton High School	Matt Evans, Principal	810.299.4100
	Tracie Richards, Principal	
	Nate Grabowski, Principal	
	Jennifer Napuli, Principal	
	John Thompson, Athletic Director	810.299.4185
Bridge Alternative High School	Colleen Deaven, Principal	810.299.4046
BAS Administration	Central Office	810.299.4000
Community Education	John Thompson, Director	810.299.4130
Operations	Scott Jacobs, Director	810.299.4115
Special Education	Michelle Allison, Director	810.299.4080
Student Nutrition	Richard Browder, Director	810.299.4170
Transportation	Laura O'Lewin, Director	810.299.3890

## CENTRAL ADMINISTRATION

David Jones	Assistant Superintendent Business/Finance	810.299.4031
	Assistant Superintendent Curriculum & Instruction	810.299.4010
Jacob Anastasoff	Assistant Superintendent Human Resources	810.299.4090
Matthew S. Outlaw, Ed D	Superintendent of Schools	810.299.4040

HOME OF THE  
BULLDOGS

## A PARENT'S GUIDE: COMMUNICATING CONCERNS

What to do when there is a Question at School  
THE HOW, THE WHEN, THE WHO



## STEPS FOR A POSITIVE PROBLEM-SOLVING PROCESS (THE HOW)



### Step 1: CREATE A SUPPORTIVE ENVIRONMENT

- Choose to Engage: Decide together to find a solution.
- Establish Ground Rules:
  - Listen actively without interrupting.
  - Speak kindly—focus on the issue, not the person.
  - Share openly and honestly.

### Step 2: UNDERSTAND THE CONCERN

- Clarify the Issue: What are your thoughts or concerns?
- Verify Information: Where did your information come from? Is it accurate?
- Consult Resources: Is this concern addressed in the school handbook?

### Step 3: EXPLORE SOLUTIONS TOGETHER

- Brainstorm Ideas: Everyone contributes at least one idea for resolving the issue.
- Evaluate Options:
  - Does everyone feel the solution is fair and workable?
  - Are all participants committed to giving it a try?
  - Will this approach help now and in the future?

## WHO TO CONTACT AND WHEN (THE WHEN)

- 1: Contact the **Teacher or Staff Member** associated closest to the issue.
- 2: If unresolved, contact a **Principal or Supervisor**.
- 3: If unresolved, contact **Central Office**.
- 4: If unresolved, contact the **Superintendent**.
- 5: If unresolved, contact the **Board of Education**.

### CENTRAL OFFICE

**Business/Finance** — Contact if concerns are associated with operations, food service, or transportation.

**Human Resources** — Contact if concerns are associated with staff/personnel or safe schools.

**Instruction/Curriculum** — Contact if concerns are related to classroom instruction, report cards, special education, district curriculum.

**Superintendent** — Contact if issues are general district concerns. If you are not sure of who to contact, your call will be directed to an appropriate staff member.

## UNSURE OF WHO TO CONTACT? (THE WHO)

**Classroom Rules/Procedures:** Teacher

**School Rules/Procedures:** Principal

**Academic:** Classroom teacher, special education teacher, counselor, principal

**Social:** Classroom teacher, special education teacher, counselor, principal

**Health:** School nurse, classroom teacher, counselor, LESA social worker

**Special Education/LESA:** Teacher, case coordinator, counselor, social worker, principal, Special Education Director

**Transportation/LESA:** Bus driver or Director of Transportation

**Non-Classroom Issues:** Principal or supervisor for area of concern