

Complaint Procedure

In the Shawano School District, we deeply care about your concerns and strive to provide the best educational experience for your child(ren). We want to ensure that your voice is heard and that we address any issues or concerns in a timely and effective manner. To ensure the most efficient resolution process, we request that you follow the established **SSD complaint Procedure**.

This procedure consists of five steps designed to address concerns at different levels within the district:

1. First, we encourage you to reach out to the **classroom teacher or staff member** directly involved. Communication is key, and initiating a conversation can often lead to a swift resolution. If you believe the issue is serious, we recommend scheduling a face-to-face meeting, which can provide a more comprehensive understanding of the situation.
2. If a resolution is not reached or your concern is school-wide, please contact the school's **Principal**. They will be dedicated to addressing your concerns and working towards a resolution.
3. If a resolution is still not reached, contact the **Director** assigned to the program at (715) 526-3194. They have the knowledge and experience to further address the matter and explore potential solutions. The chart below was created to help you find the person to contact.
4. Should your concerns persist despite previous steps, you have the option to escalate the matter to the **Superintendent** at (715) 526-3194 ext. 8004 or Superintendent@shawanoschools.org. The Superintendent will carefully review your concerns and work towards a resolution that meets the best interests of all parties involved.
5. If, after exhausting all previous avenues, you find your issue unresolved, you may submit a written appeal to the **Board of Education**. Please address your appeal to SSD Board of Education, 218 County Road B, Shawano, Wisconsin 54166 or email SchoolBoard@shawanoschools.org. The President of the Board of Education will review your appeal and consider further actions as necessary.

We want to assure you that SSD staff members are committed to working closely with parents and guardians to address any issues or concerns that may arise. Our goal is to find mutually agreeable resolutions that benefit all parties involved.

Thank you for your understanding and cooperation in following the established Complaint Procedure. By doing so, we can ensure that your concerns are addressed promptly and effectively. We greatly appreciate your partnership in supporting your student's education.



Whom to contact and when... *A Guide for Parents and the Community*

This table was created to assist our parents/guardians and community members when they need to contact the district regarding certain circumstances. The column on the left lists questions and concerns; after you find your topic, contact the person listed in the first level. If your matter is not resolved, move to the next level until it is resolved. Following these steps will help ensure your questions and concerns are answered efficiently and by the personnel most knowledgeable. Specific contact information can be found on our website.

[Click Here for a list of pertinent contacts.](#)

Questions / Concerns	Grades	1st Level	2nd Level	3rd Level	4th Level	5th Level
Athletics/Activities	All	Coach/Advisor	Activities Director	Principal	Superintendent	
Attendance	All	Main Office	Teacher	Counselor/ Social Worker	Principal	Superintendent
Building Use	School Hours	Main Office	Activities Director	Community Education	Director of Buildings and Grounds	Superintendent
	Non-School Hours	Community Education	Director of Buildings and Grounds	Activities Director	Superintendent	
Curriculum, Instructional Materials & Classroom Concerns	All	Teacher	Principal	Director of Instruction	Superintendent	
Discipline	4K-5	Teacher	Principal	Director of Pupil Services	Superintendent	
	6-12	Teacher	Assistant Principal	Principal	Director of Pupil Services	Superintendent
Food Service/School Nutrition	All	Food Service Director	Principal	Director of Finance	Superintendent	
Health/Medical Issues	All	School Nurse	Principal	Director of	Superintendent	

	Athletics			Pupil Services		
		Athletic Trainer	Athletic Director	Principal	Superintendent	
Homelessness	4K-5	Social Worker/ Counselor	Principal	Director of Pupil Services	Superintendent	
	6-12	Social Worker/ Counselor	Associate Principal	Principal	Director of Pupil Services	
Registration/ Transfer/ Residency	All	Registrar	Data Systems Manager	Superintendent		
Scheduling (MS/HS)	6-12	School Counselor	Assistant Principal	Principal	Director of Instruction	Superintendent
Security	All	Principal	Director of Buildings and Grounds	Director of Pupil Services	Superintendent	
Special Programs: IEPS and 504 Plans	All	Special Education Teacher/ Case Manager	Principal	Special Education Coordinator	Director of Pupil Services	Superintendent
Technical Support	All	Main Office	Director of Technology	Superintendent		
Transportation	All	Kobussen	Main Office	Director of Finance	Superintendent	