



*A Parent's  
Guide for*

**Communicating  
Concerns**

Central Administration  
125 South Church Street  
Brighton MI 48116

**810.299.4000**

**What to do when there is a  
Problem at School**

Raise the issue by writing, telephoning, or visiting your child's school and involving those closest to the source of the problem.

**Concern and Person  
To Contact:**

**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

**Questions or Concerns?**

*Please use the following process:*

**Step**

**1**

**Contact** the teacher or staff member associated closest to the issue.

**Step**

**2**

**If unresolved. . .**  
Contact a Principal or Supervisor

**Step**

**3**

**If unresolved. . .**  
Contact 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.

**Step**

**4**

**If unresolved. . .**  
Contact the Superintendent.

**Step**

**5**

**If unresolved. . .**  
Contact the Board of Education

## School & Department Directory

### Problem Solving Process

#### Set the Tone

- Decide if you want to solve the issue
- Agree to ground rules
  1. Listen without interrupting
  2. Don't blame or use put downs
  3. Be honest in your discussions

#### Listen and Define the Concern

- What is your concern?
- Where did you get your information?
- Is the information accurate?
- Is the concern covered in the school hand-book?

#### Identify Solutions

- Each person is to suggest at least one solution to the problem.
- Evaluate each possible solution:
  1. Can all parties agree with the solution?
  2. Is everyone committed to working on the suggested solution?
  3. Will the solution work now and in the future?
  4. Is everyone willing to share equal responsibility for making the solution work?
  5. Does the solution tell who, when, where and how?
- Decide which solution is good for all parties involved.

Hawkins Elementary School	Chris McAuliffe, Principal	810.299-3900
Hilton Elementary School	Cody Rudolph, Principal	810.299-3950
Hornung Elementary School	Jack Yates, Principal	810.299.4450
Spencer Elementary School	Danielle Schmidt, Principal	810.299.4350
Maltby Middle School	Scott Brenner, Principal	810.299.3600
	Dan Aten, Principal	
Scranton Middle School	Bill Renner, Principal	810.299.3700
	Patrick Borg, Principal	
Brighton High School	Gavin Johnson, Principal	810.299-4100
Brighton High School	Tracie Richards, Principal	
Brighton High School	Matt Evans, Principal	
Brighton High School	Nate Grabowski, Principal	
Brighton High School	John Thompson, Athletic Director	810.299.4185
Bridge Alternative High School	Colleen Deaven, Principal	810.299.4046
Central Administration Building	Switchboard	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

Mike Engelter	Assistant Superintendent Business/ Finance	810.299.4031
Liz Mosher	Assistant Superintendent Curriculum & Instruction	810.299.4010
Chad Scaling	Assistant Superintendent Human Resources	810.299.4090
Matthew S. Outlaw, Ed. D	Superintendent of Schools	810.299.4040