

## GBAPSD COMPLAINT PROCEDURE

We are committed to working closely with parents and guardians to resolve issues and concerns in a way that is mutually agreeable. The best place to start when addressing a question, problem or concern is where the problem can most quickly be resolved.

**Using the following steps typically results in the most efficient way to resolve a concern, question, or problem that needs attention.**

<b>Step 1</b>	If the question, problem or concern is occurring in your child's classroom, please call your child's <b>classroom teacher</b> . If there is a serious issue, you may wish to schedule a meeting rather than email or phone. You may also wish to include the principal if the concern is school wide.
<b>Step 2</b>	If resolution has not been reached to your satisfaction, and/or if the concern is school wide, please contact your child's <b>principal</b> .
<b>Step 3</b>	If resolution has not been reached to your satisfaction, please contact the office of <b>Executive Director of Elementary Education at 920-448-7300</b> . The Executive Director assigned to your child's school will work with you and the school to resolve your concerns.
<b>Step 4</b>	If resolution has still not been reached to your satisfaction and/or if you wish to appeal a decision, please contact the <b>Associate Superintendent's office at 920-448-2101</b> . The Associate Superintendent assigned to address your area of concern and/or questions will work with you and the school to resolve your concerns.
<b>Step 5</b>	If satisfactory resolution cannot be reached through the appeal process with the Associate Superintendent, please contact the <b>Superintendent of Schools of Learning at 920-448-2100</b> .
<b>Step 6</b>	The final step in the District appeal process is to the <b>Board of Education</b> . Appeal requests should be submitted in writing to the President of the Board of Education, Green Bay Area Public School District, P.O. Box 23387, Green Bay, WI 54305.

### NOTE:

If you have specific questions related to **Special Education and/or Pupil Services**, please call **920-448-2131**.

If you have specific questions regarding **English Language** programs, please call **920-448-3564**.

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