



FORMAL COMPLAINT INVESTIGATION PROCESS

Most problems are easily solved when those involved *speak directly to each other* about the situation. If a conversation does not produce results, there are an expected set of steps that will be used during the formal complaint process.

Step 1: When a formal complaint is received, the parent/guardian will be contacted within 24 hours.

Step 2: An Investigation into the complaint will be conducted (e.g., meeting with complainants, witnesses, a review of any pertinent records or documents, etc.).

Step 3: The parent/guardian will be contacted regarding the outcome of the investigation.

The Formal Complaint/Disagreement Form is available at the school office, at District Administration Building, and online.

Once completed, it can be emailed to:

- Elementary (Grades 4K - 5) - Mrs. Diane Lazarides, Instructional Services; (414) 604-3078 - lazad@wawmsd.org
- Secondary (Grades 6- 12) - Mr. Adam Hengel, Instructional Services; 604-3011 - hengela@wawmsd.org

Or delivered in person to:

WAMW Administration Building
1205 South 70th Street
5th Floor Reception
West Allis WI 53214