

# Communication Options for Families

## Options Available if You Have Questions or Disagree with a Decision of the School

*Families and schools have a “built-in” partnership with the child as the focus.  
This partnership will grow when parents and school staff work together.  
Disagreements may happen, but working together improves your child’s education.*

### What can you do if questions or concerns arise?

- ◇ If concerns arise, families are encouraged to first talk directly with the people involved as soon as possible (see local contacts – ex: your child’s teachers, principal, other school administrators)
- ◇ First, call to schedule an informal meeting to discuss the situation
- ◇ Then, prepare for the meeting by making a list of concerns and some possible solutions

### What can you do in the meeting?

- ◇ Identify student strengths and acknowledge what is working
- ◇ Identify concerns of families and educators
- ◇ Use active listening in order to understand the other person’s perspective
- ◇ Ask questions or restate ideas so the team has a clear understanding
- ◇ Work together to suggest some possible options to resolve the concerns
- ◇ Analyze all of the options to see if you can find areas of agreement
- ◇ Discuss what should happen next

### What if concerns are not fully resolved in the meeting?

- ◇ Request a break or ask the IEP team to meet again and consider including additional team members.
- ◇ Call others for suggestions on possible future action (see Communication Options for Families chart).

*Problem solving at the school level gives families and school districts more collaborative options on outcomes for children.*

### Next Steps: What can be done if these attempts at solving problems don’t work?

- ◇ **Facilitated IEP:** An option for early conflict resolution Wisconsin has chosen to make available to families and schools. A neutral, trained professional helps the IEP team with the IEP process. [http://sped.dpi.wi.gov/sped\\_wsems](http://sped.dpi.wi.gov/sped_wsems)
- ◇ **Mediation:** An option for early conflict resolution available at no cost to families and schools. A mediator helps families and schools work toward resolution on special education conflicts/issues. [http://sped.dpi.wi.gov/sped\\_wsems](http://sped.dpi.wi.gov/sped_wsems)
- ◇ **IDEA State Complaints:** Anyone who believes a school district violated state or federal special education law has the right to file a complaint with DPI. More information at: [http://sped.dpi.wi.gov/sped\\_complain](http://sped.dpi.wi.gov/sped_complain)
- ◇ **Due Process Hearings:** Parents, adult students, and schools districts have the right to request due process hearings for special education disputes. More information at: [http://sped.dpi.wi.gov/sped\\_dueproc](http://sped.dpi.wi.gov/sped_dueproc)

*Access to WSPEI Family Engagement Coordinators and the WI Mediation System are provided at no cost to parents.*

CESA – Cooperative Educational Service Agency  
DPI – Department of Public Instruction

IEP – Individualized Education Program  
WSPEI – Wisconsin Statewide Parent Educator Initiative

Developed by WSPEI, 2011.

WSPEI information can be found at 1-877-844-4925 [www.wspei.org](http://www.wspei.org)

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## School District:

# Communication Options for Families

Options Available if You Have Questions or Disagree with a Decision of the School

*Student Name*

### Who Can I Talk To?

#### Special Education Teacher

Name:  
Phone: 715-962-3676  
Email:

#### Director of Special Education

Name: Mrs. Polly Rudi  
Phone: 715-962-3676  
Email: [pollyrudi@colfax.k12.wi.us](mailto:pollyrudi@colfax.k12.wi.us)

#### Family Engagement Contact

(Ex: WI FACETS, Alianza, WI Family Ties, other)

Name: Wi Facets  
Phone: 877.374.0511  
Website: [www.wifacets.org](http://www.wifacets.org)

#### DPI Family Engagement

Name: Daniel Parker  
Phone: (608) 266-5194  
Email: [daniel.parker@dpi.wi.gov](mailto:daniel.parker@dpi.wi.gov)

#### DPI Special Education Team

Phone: (608) 266-1781  
DPI SPED Team Staff Listing:  
[http://sped.dpi.wi.gov/sped\\_hmstaff](http://sped.dpi.wi.gov/sped_hmstaff)

## Local Contacts

Problem Solving Locally  
Gives Families and School  
Districts Shared Input over  
the Outcomes for Children

#### WSPEI

CESA Family Engagement  
Coordinators and District Liaisons

<http://wspei.org/contact/>

Name: Pat Rinda  
Phone: 715-986-2020  
Email: [patr@cesa11.k12.wi.us](mailto:patr@cesa11.k12.wi.us)

#### Regular Education Teacher

Name:  
Phone: 715-962-3676  
Email:

#### School Psychologist

Name: Ms. Christine Williams  
Phone: 715-962-3676  
Email: [Williams@colfax.k12.wi.us](mailto:Williams@colfax.k12.wi.us)

#### Administrator/Principal

Name: Mr. Hovde or Mr. Dachel  
Phone: 715-962-3676  
Email: [hovde@colfax.k12.wi.us](mailto:hovde@colfax.k12.wi.us) or  
[dachel@colfax.k12.wi.us](mailto:dachel@colfax.k12.wi.us)

#### Other Family Engagement Contacts (ex: district family engagement contacts)

Name: Mrs. Nancy Hovde  
Phone: 715-962-3676  
Email: [nhovde@colfax.k12.wi.us](mailto:nhovde@colfax.k12.wi.us)

#### Mediation & Facilitated IEP Intake Coordinator

[www.wsems.us](http://www.wsems.us)

Name: Jane Burns  
Phone Toll Free: (888) 298-3857  
Email: [jane@wsems.us](mailto:jane@wsems.us)

## State Contacts & Options

Developed by WSPEI, 2011. Updated 8-02-2013

WSPEI information can be found at 1-877-844-4925 or [www.wspei.org](http://www.wspei.org)

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