WHEN YOU HAVE A CONCERN: EFFECTIVELY COMMUNICATING WITH OUR DISTRICT

Our goal is to provide our parents and community with great service. Towards that end we have created the following series of flowcharts to identify how to get questions answered, how to resolve problems, and how to navigate the “system”. Following these steps will help answer the question or resolve the problem in the shortest amount of time possible.

At times, I have heard that parents or community members do not want to speak directly with the teacher or the coach or the person responsible for a program because of a fear that their child will be retaliated against. I have great confidence that our teachers, administrators, coaches, and program leaders would not retaliate against a student.

When a concern is raised to a supervisor, in order to investigate the situation that supervisor must speak directly with the teacher, coach, or program leader. It would be best for the parent or community member to start with the teacher, coach, or program leader to see if the issue can be resolved at that level. That will speed the resolution of most issues.

When there is a concern, the first step should always be to communicate directly with the person in charge of the class or program. If step one does not resolve the issue or clarify the rationale, step two is to contact the building administrator in charge or the direct supervisor. The easiest way to communicate is via e-mail or a phone call.
Novi Community Schools District Communication Flowchart

**Matters Involving Instruction/Curriculum**

**Step 1**
Contact Classroom Teacher or call School Office
2See online staff directory

**Step 2**
Contact School Principal or Asst. Principal
(secondary level)
1See bldg. telephone numbers below

**Step 3**
Contact Asst. Superintendent of Academic Services
R.J. Webber
248-449-1208

**Step 4**
Contact Superintendent
Dr. Steve Matthews
248-449-1204

**Matters Involving Student Discipline**

**Step 1**
Contact Classroom Teacher or call School Office
2See online staff directory

**Step 2**
Contact Asst. Principal
(secondary level)
1See bldg. telephone numbers

**Step 3**
Contact School Principal
1See bldg. telephone numbers below

**Step 4**
Contact Superintendent
Dr. Steve Matthews
248-449-1204

**Matters Involving Transportation**

**Step 1**
Contact School Principal
1See bldg. telephone numbers

**Step 2**
Contact Bus Driver at Transportation Dept.
248-449-1245

**Step 3**
Contact Director of Transportation Cindy Valentine
248-449-1245

**Step 4**
Contact Asst. Supt. of Business & Operations
Jill Minnick
248-449-1218

**Step 5**
Contact Superintendent
Dr. Steve Matthews
248-449-1204

1Building Telephone Numbers
Novi High School (248) 449-1500
Novi Middle School (248) 449-1600
Novi Meadows Elem. 5th Grade (248) 449-1250
Novi Meadows Elem. 6th Grade (248) 449-1270
Deerfield Elem. School (248) 449-1700
Novi Woods Elem. School (248) 449-1230
Orchard Hills Elem. School (248) 449-1400
Parkview Elem. School (248) 449-1220
Village Oaks Elem. School (248) 449-1300

2Novi Schools Online Staff Directory:
www.novi.12.mi.us/district/staffdirectory
Novi Community Schools District Communication Flowchart

Matters Involving Athletics

Step 1
Contact Student's Coach (Freshman or JV Level) at Athletic Dept.
248-449-1506

OR

Step 1
Contact Student's Head Varsity Coach (Varsity Level) at Athletic Dept.
248-449-1506

Step 2
Contact Athletic Director
Brian Gordon
248-449-1506

Step 3
Contact School Principal
1See bldg. telephone Numbers below

Step 4
Contact Asst. Superintendent of Human Resources
Gary Kinzer
248-449-1205

Step 5
Contact Superintendent
Dr. Steve Matthews
248-449-1204

Matters Involving Facilities/Grounds/Buildings

Step 1
Contact School Principal or Asst. Principal
1See bldg. telephone numbers

Step 2
Contact Director of Maintenance
Mike Dragoo
248-449-1240

Step 3
Contact Asst. Supt. of Business & Operations
Jill Minnick
248-449-1218

Step 4
Contact Superintendent
Dr. Steve Matthews
248-449-1204

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