

ADDRESSING CONCERNS

It is the District's intent to establish reasonable and effective means of resolving concerns and to establish and maintain clear two-way channels of communication. In order to ensure that your concerns or issues are heard by the appropriate individual who can provide you with a speedy response, please start with the employee closest to the situation then progress through the levels outlined below in the contact list. In addition, please give the employee the opportunity to respond before moving to the next level.

CONTACT LIST - 2026/2027 School Year

District Office	Superintendent Asst. to the Superintendent for Operations Asst. to the Superintendent for Educational Services Business Administrator Human Resources Associate Director of Student Services Director of Fiscal Affairs Director of Technology Director of Facilities Whitson's (food service) Site Manager Krapf (transportation) Site Manager Child Accounting & State Reporting Specialist Secretary to the Superintendent School Board	Dr. Bridget O'Connell, boconnell@palisd.org , ext. 4024 Rich Heffernan, rheffernan@palisd.org , ext. 2001 Dr. Michael Donnelly, mdonnelly@palisd.org , ext. 4002 Chris Berdnik, cberdnik@palisd.org , ext. 4007 Sue Keogh, skeogh@palisd.org , ext 4028 Lou deFonteny, ldefonteny@palisadessd.org , ext. 4009 Colleen Gartland, cgartland@palisd.org , ext. 4006 Gary Adams, gadams@palisd.org , ext. 4501 Alan Crouthamel, acrouthamel@palisd.org , ext. 2450 Liz Litjes, llitjes@palisadessd.org , ext. 5002 Antony Santi, asanti@krapfbus.com , 484-812-0150 Kelly Dobrydnia, kdobrydnia@palisd.org , ext. 2026 Deana Cronk, dcronk@palisadessd.org , ext. 4024 Email: psdboard@palisd.org
Palisades High School	Principal Associate Principal Dean of Students Athletic Director School Counselors Nurse Teachers	Rich Heffernan, rheffernan@palisd.org , ext. 2004 Dr. Rich Spering, rspering@palisd.org , ext. 2002 Carole Deemer, cdeemer@palisd.org , ext. 2005 Brian Gilbert, bgilbert@palisd.org , ext. 2009 Lori Tirjan (A -K), ltirjan@palisd.org , ext. 2006; Brianna Burke (L-Z), bburke@palisd.org , ext. 2007 Heather Page, hpage@palisd.org , ext. 2011 See Directory: https://hs.palisd.org/apps/staff/
Palisades Middle School	Principal Associate Principal Dean of Students School Counselors Nurse Teachers	Dr. Karl Scheibenhofer, kscheibenhofer@palisd.org , ext 1001 Dr. Rich Spering, rspering@palisd.org , ext. 2002 Josh Kline, jkline@palisd.org , ext. 2315 Amber Brown, abrown@palisd.org , ext. 1006 Nicola DeMarco, ndemarco@palisd.org , ext. 1011 See Directory: https://ms.palisd.org/apps/staff/
Durham Nockamixon Elementary	Principal School Counselor Nurse Teachers	Marie Collie, mcollie@palisd.org , ext. 3001 Jaclyn Williams, jwilliams@palisd.org , ext. 3002 Jessica Mignogna, jmignogna@palisd.org , ext.3011 See Directory: https://dn.palisd.org/apps/staff/
Springfield Elementary	Principal School Counselor Nurse Teachers	Scott Davis, sdavis@palisd.org , ext. 6001 Amy Doll, adoll@palisd.org , ext. 6005 Kate Sadow, ksadow@palisd.org , ext. 6011 See Directory: https://sf.palisd.org/apps/staff/
Tinicum Elementary	Principal School Counselor Nurse Teachers	Amber Schlosser, aschlosser@palisd.org , ext. 7001 Alison Dorward, adorward@palisd.org , ext. 7005 Janine Wass, jwass@palisd.org , ext. 7011 See Directory: https://tm.palisd.org/apps/staff/

AREA OF CONCERN	1ST LEVEL	2ND LEVEL	3RD LEVEL	4TH LEVEL	5TH LEVEL	6TH LEVEL
Academic/ Curriculum	Teacher	Guidance Counselor	Principal	Asst. to the Superintendent for Educational Services	Superintendent	Board
Athletics	Coach	Athletic Director	Principal	Superintendent	Board	
Athletic Facilities	Coach	Athletic Director	Principal	Director of Facilities	Superintendent	Board
Athletic Injuries	Coach	Athletic Trainer	Athletic Director	Principal	Superintendent	Board
Attendance (secondary)	Building Secretary	Dean of Students	Associate Principal	Principal	Superintendent	Board
Attendance (elementary)	Building Secretary	Guidance Counselor	Principal	Superintendent	Board	
Business Office	Director of Fiscal Affairs	Business Administrator	Superintendent	Board		
Cafeteria	Food Service Manager (Whitsons)	Director of Fiscal Affairs	Business Administrator	Superintendent	Board	
Clearances	Building Secretary	Secretary to the Superintendent	HR Associate	Superintendent	Board	
Computer Hardware/ Software Issue	Chromebook Central (Library)	Work Order to Technology Department	Director of Technology	Principal	Superintendent	Board
Discipline (secondary)	Teacher	Associate Principal/Dean of Students	Principal	Superintendent	Board	
Discipline (elementary)	Teacher	Principal	Superintendent	Board		
Facilities	Principal	Director of Facilities	Business Administrator	Superintendent	Board	
Guidance	School Counselor	Principal	Director of Student Services	Superintendent	Board	
Registration / Enrollment	Child Accounting & State Reporting Specialist	Assistant to the Superintendent for Educational Services	Superintendent	Board		

Special Education	Teacher	Principal	Director of Student Services	Superintendent	Board	
Student Concern (secondary)	Teacher	Dean of Students	Associate Principal	Principal	Superintendent	Board
Student Concern (elementary)	Teacher	Principal	Superintendent	Board		
Taxes	Township Tax Collector	Director of Fiscal Affairs	Business Administrator	Superintendent	Board	
Transportation	Email to address below * ↓	Krapf Bus Company	Director of Fiscal Affairs	Business Administrator	Superintendent	Board

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Busconcerns@palisadessd.org