**CONCERN PROCESS**

1. **Issue Resolved**
   - Discuss the concern with the individual at the school/department

2. **Issue NOT Resolved**
   - Contact administrator where issue occurred (principal, manager, etc.) to resolve issue (if concerned party has not contacted administrator/manager QAO may refer back to site/dep.)

3. **Issue Resolved**
   - Contact Quality Assurance Office (QAO) at (619) 725-7211 or qualityassurance@sandi.net

4. **Issue NOT Resolved**
   - QAO staff intake/interview to determine assignment or direct to appropriate department

5. **Issue Resolved**
   - Navigate to appropriate department (Special Education, Transportation) when appropriate

6. **Issue NOT Resolved**
   - Assigned Parent Support Liaison gathers information from concerned party and site/department administration to facilitate resolution of concern

7. **Issue Resolved & confirmed with concerned party**
   - Navigate to appropriate department (Special Education, Transportation) when appropriate

8. **Issue NOT resolved**
   - (Resolution is a determination that district policies or procedures were followed)

9. **Immediate safety issue, contact School Police/SDPD/CPS**

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**San Diego Unified School District**

**Quality Assurance Office**

**QUESTIONS/INQUIRIES:** Inquiries regarding the San Diego Unified School District services, functions, etc. are answered or navigated to the appropriate district personnel or department.

**CONCERNS:** A concern is not a formal complaint. It indicates a level of dissatisfaction in regards to a person, program or service within the District and is a request for resolution. QAO handles concerns in accordance with the District’s protocol:

1. Start by trying to resolve directly with the individual you have a concern with
2. If not resolved, talk to the individual’s direct supervisor (i.e., principal) about your concern.
3. If after speaking with the supervisor you feel your concern is not resolved, contact the Quality Assurance Office.

**COMPLAINTS:** A formal request to investigate allegations of misconduct and non-compliance with District policy, procedure or statute. Examples: Citizen Complaints, Bullying, Uniform Complaints