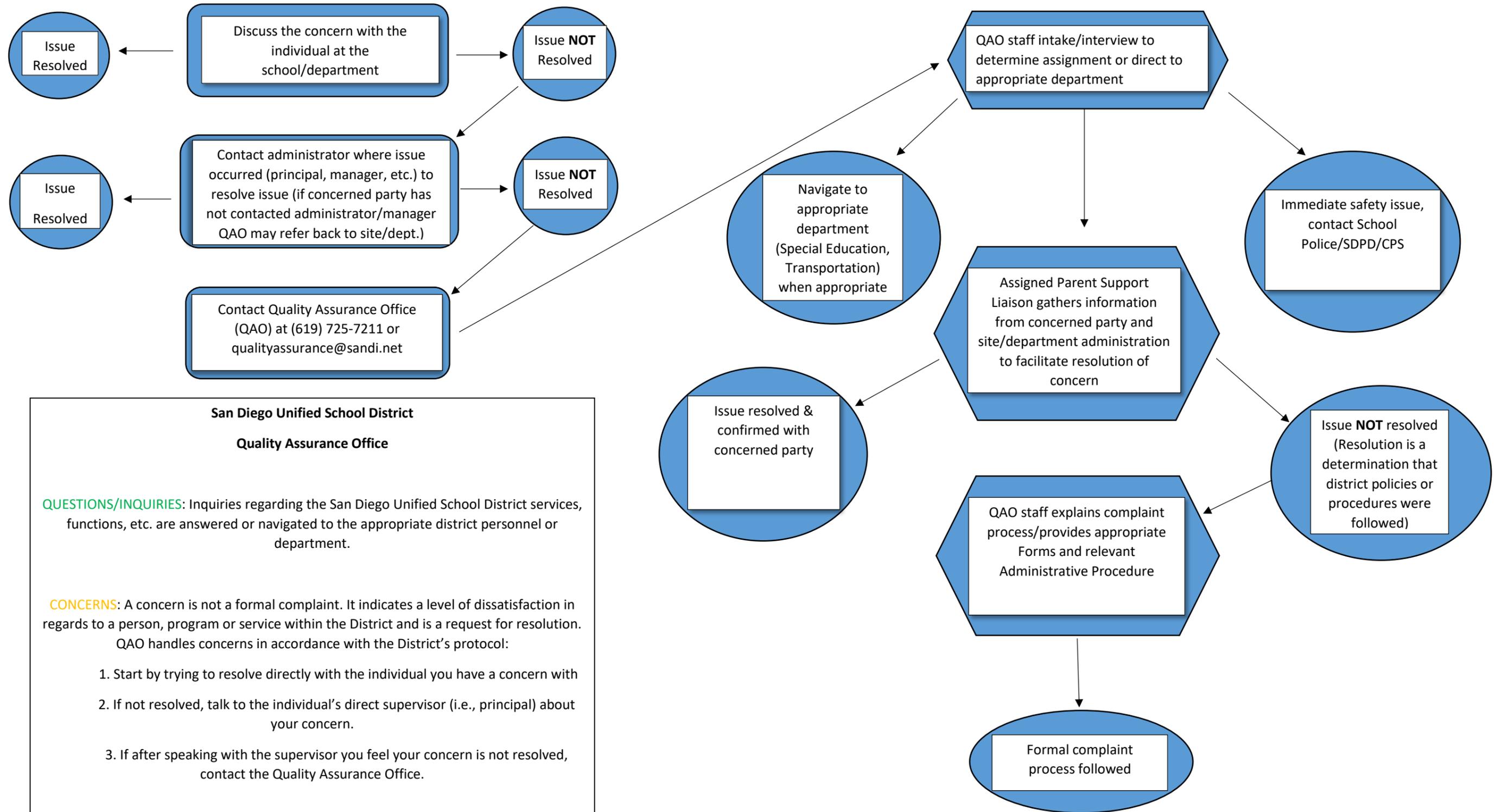


CONCERN PROCESS



**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