



# Complaint Resolution Resources

The District believes the quality of its programs and services can be improved when we engage in conversation to resolve differences and or disagreements through a process focused on making decisions that are in the best interest of students. Parents, staff, students and community members are encouraged to first engage in conversations first with the person(s) or program where the concern exists. The process below outlines the most efficient manner in which to have your concerns addressed (please note, if you prefer to file your complaint online, all complaints listed below may be filed via the [Ethics Hotline](#):

**Step 1:** Speak with the person or department where the concern exists. If you have questions regarding the resolution of your concern/ complaint or you believe the result to be unjust proceed to Steps 2-5 below:

<b>Step 2:</b> <b>Identify the subject of the complaint</b>	<b>Step 3:</b> <b>Review policies/ procedures related to your complaint</b>	<b>Step 4:</b> <b>File the complaint online via the <a href="#">Ethics Hotline</a> or email <a href="mailto:qualityassurance@sandi.net">qualityassurance@sandi.net</a>.</b>
<b>Athletics/ Extra &amp; Co-Curricular/ School Clubs</b>	<a href="#">Guidelines and Procedures</a>	Refer to Procedure
<b>Bullying</b> <i>(student to student and adult to student)</i>	<a href="#">BP 5131.2 Bullying</a> <a href="#">AR 5131.2 Bullying</a>	<a href="#">Online Reporting Form</a>
<b>Discrimination (students)</b>	<a href="#">BP 0410 Non-Discrimination in District Programs and Activities</a>	<a href="#">Online Reporting Form</a>
<b>Discrimination (staff)</b> <i>Updated March 2019</i>	<a href="#">BP 4030 Nondiscrimination in Employment</a> , <a href="#">AR 1312.3 Uniform Complaint Procedures</a>	<a href="#">Online Reporting Form</a>
<b>Employee conduct</b> <i>Updated March 2019</i>	These complaints may be filed by parents/ community members/ and or other staff regarding the conduct of any district employee	<a href="#">Online Reporting Form</a>
<b>Employment Regulations (for Classified Employees)</b>	<a href="#">Classified Employment Regulations</a>	<a href="#">Classified Employment Regulations Complaint Resolution Form</a>
<b>Facilities</b> <i>Updated October 2017</i>	AR 1312.4 Uniform Complaint Procedures	<a href="#">Online Reporting Form</a>



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Step 2: Identify the subject of the complaint	Step 3: Review policies/ procedures related to your complaint	Step 4: Complete the appropriate form.
<b>Fees (student)</b> <i>Updated October 2017</i>	<a href="#">AR 1312.3 Uniform Complaint Procedures-Revised</a>	Williams Uniform Complaint <a href="#">Online Reporting Form</a>
<b>Ethics/ Fraud/ Waste/ Abuse of Authority/ Financial Abuse</b>	<a href="#">Administrative Procedure 7111</a>	<a href="#">Online Reporting Form</a>
<b>Harassment (student)</b> <i>Updated October 2017</i>	<a href="#">Information Title IX Educational Equality BP 5145.7 Sexual Harassment Policy (Students)</a>	<a href="#">Online Reporting Form</a>
<b>Harassment (staff)</b> <i>Updated March 2019</i>	<a href="#">BP 4030 Nondiscrimination in Employment, AR 1312.3 Uniform Complaint Procedures</a>	<a href="#">Online Reporting Form</a>
<b>Instructional materials (deficiency)</b> <i>Updated December 2016</i>	<a href="#">Informational Guide: Williams Legislation</a>  <a href="#">BP 1312.2 Complaints Concerning Instructional Materials</a>	<a href="#">Online Reporting Form</a>
<b>Special Education</b>	<a href="#">Information about Special Education Services</a>	Ombudsperson <a href="#">Online Reporting Form</a>
<b>Teacher vacancy or misassignment</b> <i>Updated October 2017</i>	<a href="#">AR 1312.4 Uniform Complaint Procedures</a>	Williams Uniform Complaint Form <a href="#">Online Reporting Form</a>
<b>Uniform Complaint</b> <i>(complaints alleging failure to comply with state and/or federal laws in specified programs)</i> <i>Updated October 2017</i>	<a href="#">BP 1312.3 Uniform Complaint Procedures</a> <a href="#">AR 1312.3 Uniform Complaint Procedures</a>	<a href="#">Williams Uniform Complaint Form</a>

**Step 5: Submit your online form via the [Ethics Hotline](#) or email the paper complaint to [qualityassurance@sandi.net](mailto:qualityassurance@sandi.net)**

Complaints will be reviewed within the Office and will be forwarded to the appropriate site administrator or department manager for resolution. Per [Board Policy C-3800](#) as a matter of general policy, all complaints from the public reported to the central administrative staff regarding a school are referred to the principal of the school involved.



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Any Confidential complaint may be completed using the [Ethics Hotline](#)

The [Quality Assurance Office Protocols](#) provide information related to processing complaints within the San Diego Unified School District