San Diego Unified School District
Quality Assurance Office
Inquiry/Concern Process

Start by trying to resolve directly with the individual you have a concern with

→ Issue resolved

→ Issue **NOT** resolved

Talk to the individual's direct supervisor about your concern

→ Issue resolved

→ Issue **NOT** resolved

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

Inquiry/concern addressed

- Inquiry answered and contact with dept./school facilitated
- Concern Assigned to QAO Staff
- Immediate safety issue, contact SDPD/CPS/SDUSD Police as appropriate

Parent Support Liaison gathers information and facilitates resolution

→ Issue resolved and confirmed

→ Issue **NOT** resolved

QAO will provide appropriate Administrative Procedures for Complaint Process (may given at any time during resolution process)

Formal complaint process followed