

# SVUSD COMPLAINT FLOWCHART

ALL COMPLAINTS SHOULD START INFORMALLY

## Informal Complaint

Verbal or written expression of dissatisfaction or concern that can be resolved without a formal action.

## Formal Complaint

After the Informal Complaint process: Written expression of dissatisfaction on the appropriate form which requires a formal action. Formal complaints are public charges that may be disclosed to the public. Formal complaints are categorized only under the following criteria: Complaints concerning deficiencies related to instructional materials, conditions of facilities, and teacher vacancy or misassignment; Complaints concerning discrimination, harassment, intimidation, bullying, and noncompliance; Complaints concerning district employees.

