

## Hierarchy for Resolving Concerns or Conflicts:

Site Level

**Teacher**  
(educational and classroom issues)

**Site Administrator**  
(school safety and personnel issues)

**School Psychologist**  
(behavior or program/placement issues)

District Level

**Program Specialist**  
(program concerns)

**Director of Special Education**  
(educational or program/placement issues)

**District Superintendent**  
(site, personnel, and/or educational issues)

SELPA Level

**Intake Coordinator**

**SELPA Director**

**ADR Strategies**  
(Facilitated IEP, Resolution Meeting, Mediation, Investigation)

State Level

**Office of Administrative Hearing**

**California Department of Education/  
Special Education Division**  
(issues dealing with compliance/implementation of  
Federal and State Education Code)