



San Diego Unified School District

EUGENE BRUCKER EDUCATION CENTER
4100 Normal Street, San Diego, CA 92103-2682

(619) 725-8186
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Fax: (619) 725-8189

Office of the Associate Superintendent
Special Education Ombudspersons

Dear Parent:

The Special Education Program Division has a commitment to providing a free and appropriate public education to all students with disabilities. If you feel that a violation of a federal and/or state law or regulation has occurred with regard to your child's special education services and have been unable to resolve this issue after consulting with school site personnel, please complete this form and return it to:

San Diego Unified School District
Special Education Ombudspersons Office
4100 Normal St., Room 3134
San Diego, CA 92103

Within five days of receipt of your complaint, you will be sent a letter from the Special Education Ombudspersons Office notifying you that an investigation has been opened. In the course of the investigation, you will be contacted by the district investigator assigned to your case. At that time, you will have an opportunity to present information relevant to the complaint. The investigator will also review any relevant documentation regarding the allegation; interview staff and any other involved persons, as appropriate, and determine the facts in the case. Complainants are protected from retaliation and the identity of the complainant alleging discrimination will remain confidential as appropriate.

Upon completion of the investigation, you will receive a compliance report that includes findings and the disposition of the complaint, including any corrective actions. This report will be mailed to you within thirty (30) school days of the date of receipt of the complaint.

If you file a local complaint and you disagree with the results of the district's investigation, you may appeal, your decision to the State Superintendent of Public Instruction. Your written appeal must be filed with the State Superintendent within fifteen (15) days of receiving the district's compliance report. Your appeal must include a copy of the complaint filed with the district and a copy of the district's report.

If you wish to file a complaint directly with the State Superintendent of Public Instruction, rather than filing a local complaint, send your complaint to: Complaints Management Mediation Unit, Special Education Division, 1430 N. Street, 2nd Floor, Room 2401 Suite 270, Sacramento, CA 95814.

If a complaint is filed simultaneously with the district and the California Department of Education (CDE) and/or the Office for Civil Rights (OCR), the district will defer to CDE and OCR and not conduct an investigation, but assist both agencies with their investigations.

The Office of the Ombudsman was established to assist in the resolution of complaints regarding allegations of noncompliance with special education law. The ombudsman will discuss your complaint with you in confidence. They will informally investigate your complaint and work with you and the special education staff in trying to resolve any outstanding issues related to your complaint. If you desire to contact the ombudspersons directly, their phone number is (619) 725-8186 or (619) 725-8187.

If you have questions please call the Special Education Ombudspersons Office, (619) 725-8186 or (619) 725-8187.

