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)