

Procedures for Responding to Complaints/Disputes at the LEA Level and State Level

1. General EC concerns/complaints are received by the EC Director.
2. Concerns/complaints are logged and the parent or other party is redirected to the school level administrator if this has not already been done.
3. EC Director will make contact with the building level administrator to follow-up on the concern/complaint and determine next steps.
4. If the concern/complaint cannot be resolved at the school level, the concern/complaint is then handled by the EC Director.
5. If not already initiated, an IEP Team is convened to discuss concerns and mediation at the central office level is offered to help resolve the concern/complaint.
6. If the concern/complaint cannot be resolved and a formal complaint is filed with DPI with a copy provided to the LEA Superintendent and EC Director, the LEA will within 60 days:
 1. Contact parent to discuss early resolution options.
 2. Begin internal investigation upon receipt of complaint.
 3. Write narrative response to the complaint. Send a copy with the Procedural Safeguards to the parent.
 4. Gather and submit requested documentation listed on DPI intake letter.

Options for Early Resolution:

1. Meet informally with the parent.
2. Convene an IEP Team meeting that includes the EC Director, OR
3. Request Mediation or Facilitation for IEP meeting.

Narrative Response Includes:

1. Explanation of the issues from the LEA's perspective, sequence of events; and as appropriate;
2. Admission of noncompliance or procedural errors;
3. Proposal for remedy to each finding of noncompliance or procedural errors; and
4. Implementation timeline for internal corrective action.

Between days 20-59, DPI conducts an investigation utilizing the documents provided by the parents and LEA; interviews staff; and completes an on-site visit, when needed.

An investigation report will be sent to the LEA Superintendent, complainant, and the EC Director. The investigation report will list the facts of the case; the applicable regulations; policies or statutes; any violations; and specific corrective actions for violations.

If there are violations:

1. Corrective actions will be ordered;
2. The case remains open until corrective actions are completed and documentation submitted and approved by DPI.
3. Upon review of corrective actions, a certified letter will be issued to the parent, the LEA Superintendent and EC Director to close the case.

If there are NO Violations:

1. No corrective actions are ordered; and
2. Case is closed at the issuance of the investigative report.