



**Report on IDEA written state complaint information available  
on State Educational Agency (SEA) websites  
July 2023**

During the month of July 2023 we visited every state educational agency’s (SEAs) website to locate and evaluate the information provided on IDEA written state complaints. We found 29 SEAs that did not provide fully accessible information. The specific issues identified are provided below.

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	RECOMMENDED ACTION
ALABAMA	<a href="https://www.alabamaachieves.org/special-education/dispute-resolution/">https://www.alabamaachieves.org/special-education/dispute-resolution/</a>  (7-17-23)	Model complaint form at <a href="https://www.alabamaachieves.org/wp-content/uploads/2023/05/SE_2023525_Dispute-Written-State-Complaint_V1.0.pdf">https://www.alabamaachieves.org/wp-content/uploads/2023/05/SE_2023525_Dispute-Written-State-Complaint_V1.0.pdf</a> is offered only in fillable PDF which is not fully accessible. Model complaint form only offered in English.	SEA should post model complaint form in multiple formats such as WORD, and in the state's most prominent other language(s).

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	RECOMMENDED ACTION
ALASKA	<a href="https://education.alaska.gov/sped">https://education.alaska.gov/sped</a>  (7-17-23)	<p>Unable to locate the required model complaint form nor any information on state complaints.</p> <p>Upon request, SEA responded that the Model Form is inside of the Procedural Safeguards document located at <a href="https://education.alaska.gov/tls/sped/docs/Procedural-Safeguards.docx?v=1">https://education.alaska.gov/tls/sped/docs/Procedural-Safeguards.docx?v=1</a></p>	<p>SEA should post model complaint form in multiple formats such as WORD and fillable PDF, in English and in the state's most prominent other language(s).</p> <p>Model complaint form should be available outside of the procedural safeguards document.</p>
ARKANSAS	<a href="https://dese.ade.arkansas.gov/Offices/special-education/dispute-resolution/state-complaints">https://dese.ade.arkansas.gov/Offices/special-education/dispute-resolution/state-complaints</a> (7-17-23)	<p>State complaint procedures and model complaint forms listed on this page (in English and 3 other languages) are provided only in PDFs which are not accessible nor fillable.</p>	<p>SEA should post state complaint procedures in multiple formats and sample complaint forms in multiple formats such as WORD and fillable PDF.</p>
CONNECTICUT	<a href="https://portal.ct.gov/SE/SE/Special-Education/Legal-and-Due-Process">https://portal.ct.gov/SE/SE/Special-Education/Legal-and-Due-Process</a>  (7-17-23)	<p>State complaint form (in English and Spanish) is provided in fillable PDF only.</p>	<p>SEA should post sample complaint form in formats other than PDF, such as WORD.</p>
DISTRICT OF COLUMBIA	<a href="https://osse.dc.gov/service/specialized-education-state-complaints">https://osse.dc.gov/service/specialized-education-state-complaints</a>  (7-17-23)	<p>Sample complaint forms (link on page at <a href="https://osse.dc.gov/publication/specialized-education-state-complaints-form">https://osse.dc.gov/publication/specialized-education-state-complaints-form</a> ) are provided only in PDFs which are not fully accessible nor fillable.</p>	<p>SEA should post sample complaint form in multiple formats such as WORD and fillable PDFs.</p>

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	RECOMMENDED ACTION
<b>HAWAII</b>	<a href="https://www.hawaiipublicschools.org/TeachingAndLearning/SpecializedPrograms/SpecialEducation/Pages/Special-Education-Rights.aspx">https://www.hawaiipublicschools.org/TeachingAndLearning/SpecializedPrograms/SpecialEducation/Pages/Special-Education-Rights.aspx</a>  (7-17-23)	Sample complaint form ( <a href="https://www.hawaiipublicschools.org/DOE%20Forms/Special%20Education/WrittenComplaint.pdf">https://www.hawaiipublicschools.org/DOE%20Forms/Special%20Education/WrittenComplaint.pdf</a> ) provided only in PDF and only in English	SEA should post sample complaint form in multiple formats such as WORD and fillable PDFs and in the state's most prominent other language(s).
<b>ILLINOIS</b>	<a href="https://www.isbe.net/Pages/Special-Education-Complaint-Investigation-Process.aspx">https://www.isbe.net/Pages/Special-Education-Complaint-Investigation-Process.aspx</a>  (7-17-23)	Sample complaint forms ( <a href="https://www.isbe.net/Documents/complaint-form-English.pdf">https://www.isbe.net/Documents/complaint-form-English.pdf</a> ) are provided only in fillable PDFs, which are not fully accessible.	SEA should post sample complaint forms in formats other than PDF, such as WORD.
<b>IOWA</b>	<a href="https://educateiowa.gov/pk-12/special-education/dispute-resolution/formal-written-complaint-dispute-resolution">https://educateiowa.gov/pk-12/special-education/dispute-resolution/formal-written-complaint-dispute-resolution</a>  (7-17-23)	Model form (at <a href="https://educateiowa.gov/sites/files/ed/documents/ModelForm-IDEAStateComplaint.pdf">https://educateiowa.gov/sites/files/ed/documents/ModelForm-IDEAStateComplaint.pdf</a> ) is provided in PDF only and is not fully accessible nor fillable. Form only available in English	SEA should post sample complaint form in multiple formats such as WORD and fillable PDF, in English and in the state's most prominent other language(s).
<b>MAINE</b>	<a href="https://www.maine.gov/doe/learning/specialed/duprocess">https://www.maine.gov/doe/learning/specialed/duprocess</a>  (7-17-23)	Sample complaint forms (individual and systemic) are provided only in PDF which are not fully accessible nor fillable. Forms only available in English	SEA should post sample complaint form in multiple formats such as WORD and fillable PDF, in English and in the state's most prominent other language(s).

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	RECOMMENDED ACTION
<b>MARYLAND</b>	<a href="http://www.marylandpublicschools.org/programs/Pages/Special-Education/FSDR/index.aspx">http://www.marylandpublicschools.org/programs/Pages/Special-Education/FSDR/index.aspx</a>  (7-17-23)	<p>Sample complaint form (<a href="https://www.marylandpublicschools.org/programs/Documents/Special-Ed/FSDR/NewComplaintformstatePartB_3_fillable.pdf">https://www.marylandpublicschools.org/programs/Documents/Special-Ed/FSDR/NewComplaintformstatePartB_3_fillable.pdf</a>) provided in PDF only which is not fully accessible.</p> <p>Sample complaint forms in 13 other languages, are provided only in PDF which are not fully accessible nor fillable.</p>	SEA should post sample complaint forms in multiple formats such as WORD and fillable PDF.
<b>MASSACHUSETTS</b>	<a href="http://www.doe.mass.edu/prs/">http://www.doe.mass.edu/prs/</a>  (7-17-23)	The state's Problem Resolution System (PRS) is difficult to locate and does not make it clear that this is the IDEA Written State Complaint.	SEA should clearly identify it's PRS as the process for submitting IDEA Written State Complaints.
<b>MICHIGAN</b>	<a href="https://www.michigan.gov/mde/0,4615,7-140-6598_88193-480465--,00.html">https://www.michigan.gov/mde/0,4615,7-140-6598_88193-480465--,00.html</a>  (7-17-23)	Sample complaint form ( <a href="https://www.michigan.gov/documents/mde/StateComplaintForm_550398_7.pdf">https://www.michigan.gov/documents/mde/StateComplaintForm_550398_7.pdf</a> ) is available only in fillable PDF.	SEA should post sample complaint form in additional format such as WORD.
<b>MINNESOTA</b>	<a href="https://education.mn.gov/MDE/fam/sped/conf/compl/index.htm">https://education.mn.gov/MDE/fam/sped/conf/compl/index.htm</a>  (7-17-23)	Sample complaint form <a href="file:///C:/Users/Office/Downloads/Special%20Education%20Complaint%20Form%209.22%20Ext..pdf">file:///C:/Users/Office/Downloads/Special%20Education%20Complaint%20Form%209.22%20Ext..pdf</a> is provided only in fillable PDF which is not fully accessible and only in English.	SEA should post sample complaint form in other formats such as WORD in addition to fillable PDF and in the state's most prominent other language(s).

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	RECOMMENDED ACTION
<b>MISSISSIPPI</b>	<a href="https://www.mdek12.org/OSE/Dispute-Resolution">https://www.mdek12.org/OSE/Dispute-Resolution</a>  (7-17-23)	Model form ( <a href="https://www.mdek12.org/sites/default/files/Offices/MDE/OAE/OSE/Parents/formal_complaint_revised_06-24-11.doc">https://www.mdek12.org/sites/default/files/Offices/MDE/OAE/OSE/Parents/formal_complaint_revised_06-24-11.doc</a> ) only available in English.	SEA should provide model form in state’s most prominent other language(s).
<b>MISSOURI</b>	<a href="https://dese.mo.gov/special-education/compliance/du-processchild-complaint/complaint-procedures">https://dese.mo.gov/special-education/compliance/du-processchild-complaint/complaint-procedures</a>  (7-17-23)	Sample complaint form ( <a href="https://dese.mo.gov/media/pdf/mo5003157">https://dese.mo.gov/media/pdf/mo5003157</a> ) is provided only in PDF which is not fully accessible nor fillable and provided only in English.	SEA should post sample complaint form in other formats such as WORD and fillable PDF and in state’s most prominent other language(s).
<b>MONTANA</b>	<a href="https://opi.mt.gov/Educators/School-Climate-Student-Wellness/Special-Education/Dispute-Resolution/State-Administrative-Complaint">https://opi.mt.gov/Educators/School-Climate-Student-Wellness/Special-Education/Dispute-Resolution/State-Administrative-Complaint</a>  (7-17-23)	Model form ( <a href="https://opi.mt.gov/Portals/182/Page%20Files/Special%20Education/Dispute%20Resolution/IDEAStateComplaintRequestForm.pdf?ver=2022-12-22-072419-270">https://opi.mt.gov/Portals/182/Page%20Files/Special%20Education/Dispute%20Resolution/IDEAStateComplaintRequestForm.pdf?ver=2022-12-22-072419-270</a> ) is not fillable and provided only in English.	SEA should post sample complaint forms in multiple formats such as WORD and fillable PDF, in English and in the state's most prominent other language(s).
<b>NEBRASKA</b>	<a href="https://www.education.ne.gov/sped/state-complaint/">https://www.education.ne.gov/sped/state-complaint/</a>  (7-17-23)	Sample complaint form (posted at <a href="https://www.education.ne.gov/wp-content/uploads/2022/10/Sample-State-Complaint-Form-updatedaddress10.22.pdf">https://www.education.ne.gov/wp-content/uploads/2022/10/Sample-State-Complaint-Form-updatedaddress10.22.pdf</a> ) is provided only in PDF which is not fully accessible nor fillable and provided only in English.	SEA should post sample complaint form in multiple formats such as WORD and fillable PDF, in English and in the state's most prominent other language(s). Remove watermark.

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	RECOMMENDED ACTION
<b>NEVADA</b>	<a href="http://www.doe.nv.gov/Inclusive_Education/Dispute_Resolution/">http://www.doe.nv.gov/Inclusive_Education/Dispute_Resolution/</a>  (7-17-23)	Model complaint forms (English/Spanish) provided in fillable PDF only which are not fully accessible.	SEA should post sample complaint form in multiple formats such as WORD and fillable PDF, in English and in the state's most prominent other language(s).
<b>NEW HAMPSHIRE</b>	<a href="https://www.education.nh.gov/who-we-are/division-of-learner-support/bureau-of-student-support/special-education/complaints">https://www.education.nh.gov/who-we-are/division-of-learner-support/bureau-of-student-support/special-education/complaints</a>  (7-17-23)	The model complaint form is included in a PDF document named "How to File a Special Education Complaint" ( <a href="https://www.education.nh.gov/sites/g/files/ehbemt326/files/inline-documents/sonh/complaint-model-form.pdf">https://www.education.nh.gov/sites/g/files/ehbemt326/files/inline-documents/sonh/complaint-model-form.pdf</a> ). This form is not fully accessible.	SEA should clearly label the link to the PDF at <a href="https://www.education.nh.gov/sites/g/files/ehbemt326/files/inline-documents/sonh/complaint-model-form.pdf">https://www.education.nh.gov/sites/g/files/ehbemt326/files/inline-documents/sonh/complaint-model-form.pdf</a> as the Model Complaint Form. SEA should post sample complaint form in multiple formats such as WORD and fillable PDF, in English and in the state's most prominent other language(s).
<b>NEW JERSEY</b>	<a href="https://www.nj.gov/education/specialed/policy/disputeresolution/">https://www.nj.gov/education/specialed/policy/disputeresolution/</a>  (7-17-23)	Model form ( <a href="https://www.nj.gov/education/specialed/policy/disputeresolution/REQUEST_FOR_COMPLAINT_INVESTIGATION.pdf">https://www.nj.gov/education/specialed/policy/disputeresolution/REQUEST_FOR_COMPLAINT_INVESTIGATION.pdf</a> ) is provided only in fillable PDF which is not fully accessible and provided only in English.	SEA should post sample complaint form in multiple formats such as WORD and fillable PDF, in English and in the state's most prominent other language(s).
<b>OHIO</b>	<a href="https://education.ohio.gov/Topics/Special-Education/Dispute-Resolution">https://education.ohio.gov/Topics/Special-Education/Dispute-Resolution</a>  (7-17-23)	The Complaint Form ( <a href="https://education.ohio.gov/getattachment/Topics/Special-Education/Dispute-Resolution/Special-Education-Complaint-Form-Feb-2021-003.pdf.aspx?lang=en-US">https://education.ohio.gov/getattachment/Topics/Special-Education/Dispute-Resolution/Special-Education-Complaint-Form-Feb-2021-003.pdf.aspx?lang=en-US</a> ) is provided only in	SEA should post sample complaint form in multiple formats such as WORD and fillable PDF, in English and in the state's most prominent other language(s).

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	RECOMMENDED ACTION
		fillable PDF which is not fully accessible and provided only in English.	
<b>OKLAHOMA</b>	<a href="https://sde.ok.gov/idea-complaint">https://sde.ok.gov/idea-complaint</a>  (7-17-23)	The Complaint Form ( <a href="https://sde.ok.gov/sites/default/files/Request%20for%20complaint%20investigation%20form.pdf">https://sde.ok.gov/sites/default/files/Request%20for%20complaint%20investigation%20form.pdf</a> ) is provided only in fillable PDF.	SEA should post complaint form in multiple formats, such as WORD in addition to the fillable PDF.
<b>OREGON</b>	<a href="https://www.oregon.gov/ode/rules-and-policies/Pages/Special-Education-Complaint-Resolution.aspx">https://www.oregon.gov/ode/rules-and-policies/Pages/Special-Education-Complaint-Resolution.aspx</a>  (7-17-23)	The Complaint Form ( <a href="https://www.oregon.gov/ode/rules-and-policies/Documents/complaintreqform.pdf">https://www.oregon.gov/ode/rules-and-policies/Documents/complaintreqform.pdf</a> ) is provided only in PDF, which is not fully accessible nor fillable. Form only available in English	SEA should post complaint forms in multiple formats, such as WORD and fillable PDF. Post forms in both English and in the state's most prominent other language(s).
<b>PENNSYLVANIA</b>	<a href="https://odr-pa.org/parent-resources/state-complaint-process/">https://odr-pa.org/parent-resources/state-complaint-process/</a>  (7-17-23)	The Complaint Form ( <a href="https://odr-pa.org/wp-content/uploads/Complaint-Information-Packet.pdf">https://odr-pa.org/wp-content/uploads/Complaint-Information-Packet.pdf</a> ) is provided only in PDF which is not fully accessible nor fillable.	SEA should post complaint forms in multiple formats, such as WORD and fillable PDF.
<b>SOUTH CAROLINA</b>	<a href="https://ed.sc.gov/districts-schools/special-education-services/parent-resources/dispute-resolution-information/state-complaint/">https://ed.sc.gov/districts-schools/special-education-services/parent-resources/dispute-resolution-information/state-complaint/</a>  (7-17-23)	Complaint form ( <a href="https://ed.sc.gov/districts-schools/special-education-services/parent-resources/dispute-resolution-information/state-complaint/scde-complaint-form/">https://ed.sc.gov/districts-schools/special-education-services/parent-resources/dispute-resolution-information/state-complaint/scde-complaint-form/</a> ) is provided only in fillable PDF which is not fully accessible.	SEA should post complaint form in multiple formats, such as WORD in addition to the fillable PDF.

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	RECOMMENDED ACTION
<b>TENNESSEE</b>	<a href="https://www.tn.gov/education/legal-services/special-education-legal-services/legal-dispute-resolution-processes.html">https://www.tn.gov/education/legal-services/special-education-legal-services/legal-dispute-resolution-processes.html</a>  (7-17-23)	Complaint form ( <a href="https://www.tn.gov/content/dam/tn/education/forms/AdministrativeComplaintformEnglish.pdf">https://www.tn.gov/content/dam/tn/education/forms/AdministrativeComplaintformEnglish.pdf</a> ) is provided only in fillable PDF which is not fully accessible.	SEA should post complaint form in multiple formats, such as WORD in addition to the fillable PDF.
<b>UTAH</b>	<a href="https://www.schools.utah.gov/specialeducation/programs/studentparentrights?mid=5220&amp;tid=1">https://www.schools.utah.gov/specialeducation/programs/studentparentrights?mid=5220&amp;tid=1</a>  (7-18-23)	Complaint form ( <a href="https://www.schools.utah.gov/file/a40d46f9-4352-44ce-8129-e938ba33e56c">https://www.schools.utah.gov/file/a40d46f9-4352-44ce-8129-e938ba33e56c</a> ) is provided only in PDF, which is not fully accessible nor fillable.	SEA should post complaint form in multiple formats, such as WORD and fillable PDF.
<b>VERMONT</b>	<a href="https://education.vermont.gov/mediation-due-process-and-administrative-complaints">https://education.vermont.gov/mediation-due-process-and-administrative-complaints</a>  (7-17-23)	Complaint form ( <a href="https://education.vermont.gov/sites/aoe/files/documents/edu-administrative-complaint-form_0.pdf">https://education.vermont.gov/sites/aoe/files/documents/edu-administrative-complaint-form_0.pdf</a> ) is provided only in fillable PDF which is not fully accessible. Form only available in English	SEA should post complaint form in multiple formats, such as WORD and fillable PDF. Post forms in English and in the state's most prominent other language(s).
<b>WEST VIRGINIA</b>	<a href="https://wvde.us/special-education/policies-and-compliance/monitoring-and-compliance/#fusion-tab-statecomplaints">https://wvde.us/special-education/policies-and-compliance/monitoring-and-compliance/#fusion-tab-statecomplaints</a>  (7-17-23)	Complaint form ( <a href="http://wvde.state.wv.us/osp/compliance/documents/StateComplaintForm4.1.2016.doc">http://wvde.state.wv.us/osp/compliance/documents/StateComplaintForm4.1.2016.doc</a> ) is provided in WORD. Available only in English. However, all information regarding state complaints is available only in PDF.	SEA should post complaint form in state's most prominent other language(s). Request state to post information on state complaints in html.
<b>WYOMING</b>	<a href="https://edu.wyoming.gov/for-district-leadership/special-">https://edu.wyoming.gov/for-district-leadership/special-</a>	Complaint form ( <a href="https://edu.wyoming.gov/downloads/special-programs/2016/complaint-request-">https://edu.wyoming.gov/downloads/special-programs/2016/complaint-request-</a>	SEA should post complaint form in multiple formats, such as WORD.



STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	RECOMMENDED ACTION
	<a href="#">programs/dispute-resolution/</a> (7-17-23)	<a href="#">form.pdf</a> ) provided only in fillable PDF which is not fully accessible.	