



## **Report on IDEA written state complaint information on State Educational Agency (SEA) websites**

**August 2020**

**During the month of August 2020 we visited every state educational agency's (SEAs) website to locate and evaluate the information on IDEA written state complaints. We found 27 SEAs that did not provide fully accessible information. The specific issues identified are provided below.**

**We consider the following SEA to be providing fully compliant and accessible information and would encourage other SEAs to review:**

**Virginia:** [http://www.doe.virginia.gov/special\\_ed/resolving\\_disputes/complaints/index.shtml](http://www.doe.virginia.gov/special_ed/resolving_disputes/complaints/index.shtml)

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	ACTION REQUESTED
ALABAMA	<a href="https://www.alsde.edu/sec/ses/Pages/disputeresolutions-all.aspx?navtext=Dispute%20Resolutions">https://www.alsde.edu/sec/ses/Pages/disputeresolutions-all.aspx?navtext=Dispute%20Resolutions</a>  (8-16-2020)	Model complaint form at <a href="https://www.alsde.edu/sec/ses/Dispute%20Resolutions/60-Day%20Special%20Education%20State%20Complaint%20letter-fillable.pdf">https://www.alsde.edu/sec/ses/Dispute%20Resolutions/60-Day%20Special%20Education%20State%20Complaint%20letter-fillable.pdf</a> 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).
ALASKA	<a href="https://education.alaska.gov/sped">https://education.alaska.gov/sped</a>  (8-16-2020)	Unable to locate the required model complaint form nor any information on state complaints.  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>	SEA should post model complaint form in multiple formats such as WORD and fillable PDF, and English and in the state's most prominent other language(s).  Model complaint form should be available outside of the procedural safeguards document.
ARKANSAS	<a href="http://dese.ade.arkansas.gov/divisions/learning-services/special-education/dispute-resolution/state-complaints">http://dese.ade.arkansas.gov/divisions/learning-services/special-education/dispute-resolution/state-complaints</a>  (8-16-2020)	State complaint procedures and model complaint forms listed on this page (in English and 3 other languages) are provided only in PDF which are not accessible nor fillable.	SEA should post state complaint procedures in multiple formats and sample complaint form in multiple formats such as WORD and fillable PDF.

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	ACTION REQUESTED
<b>CONNECTICUT</b>	<a href="https://portal.ct.gov/SE/SE/SE-LEAD-Process">https://portal.ct.gov/SE/SE/SE-LEAD-Process</a>  (8-16-2020)	State complaint form (in English and Spanish) is provided in fillable PDF only.	SEA should post sample complaint form in format other than PDF, such as WORD.
<b>DISTRICT OF COLUMBIA</b>	<a href="https://osse.dc.gov/service/specialized-education-state-complaints">https://osse.dc.gov/service/specialized-education-state-complaints</a>  (8-16-2020)	Sample complaint form (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> ) is provided only in PDF which 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>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>  (8-17-2020)	Sample complaint form is provided only in fillable PDF which is not fully accessible.	SEA should post sample complaint form in format 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>  (8-17-2020)	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).

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	ACTION REQUESTED
<b>MAINE</b>	<a href="https://www.maine.gov/doi/learning/specialed/duprocess">https://www.maine.gov/doi/learning/specialed/duprocess</a>  (8-17-2020)	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).
<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>  (8-17-2020)	Sample complaint forms (in English and 13 other languages) are provided only in PDF which are not fully accessible nor fillable.	SEA should post sample complaint form 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>  (8-17-2020)	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 its 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>  (8-17-2020)	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. Form only available in English.	SEA should post sample complaint form in additional format such as WORD, in English and in the state's most prominent other language(s).
<b>MISSISSIPPI</b>	<a href="https://www.mdek12.org/OSE/parents">https://www.mdek12.org/OSE/parents</a>  (8-17-2020)	Link to 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> ) does not clearly indicate that this is the form to file an IDEA Written State Complaint.	SEA should clearly identify the "Complaint Form Under Part B" as the form to file an IDEA written state complaint.

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	ACTION REQUESTED
MISSOURI	<a href="https://dese.mo.gov/special-education/compliance/advance-processchild-complaint/complaint-procedures">https://dese.mo.gov/special-education/compliance/advance-processchild-complaint/complaint-procedures</a>  (8-17-2020)	Sample complaint form ( <a href="http://dese.mo.gov/sites/default/files/default-forms/MO5003157.pdf">http://dese.mo.gov/sites/default/files/default-forms/MO5003157.pdf</a> ) is provided only in fillable PDF which is not fully accessible.	SEA should post sample complaint form in other formats such as WORD in addition to fillable PDF.
MONTANA	<a href="http://opi.mt.gov/Educators/Teaching-Learning/Special-Education/Dispute-Resolution">http://opi.mt.gov/Educators/Teaching-Learning/Special-Education/Dispute-Resolution</a>  (8-17-2020)	SEA does not have a model complaint form posted on its website. The page at <a href="http://opi.mt.gov/Educators/Teaching-Learning/Special-Education/Dispute-Resolution/State-Administrative-Complaint">http://opi.mt.gov/Educators/Teaching-Learning/Special-Education/Dispute-Resolution/State-Administrative-Complaint</a> states “For more information or to request a state administrative complaint form, please contact the Dispute Resolution Office for Special Education at (406) 444-2046.”	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).
NEBRASKA	<a href="https://www.education.ne.gov/sped/dispute-resolution/">https://www.education.ne.gov/sped/dispute-resolution/</a>  (8-17-2020)	Sample complaint form (posted at <a href="https://cdn.education.ne.gov/wp-content/uploads/2017/07/StateComplaintForm.pdf">https://cdn.education.ne.gov/wp-content/uploads/2017/07/StateComplaintForm.pdf</a> ) is provided only in PDF which is not fully accessible. Form has the word “Sample” on every page as a watermark.	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.
NEVADA	<a href="http://www.doe.nv.gov/Inclusive_Education/Dispute_Resolution/">http://www.doe.nv.gov/Inclusive_Education/Dispute_Resolution/</a>  (8-17-2020)	Model complaint forms (English/Spanish) provided in 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).

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	ACTION REQUESTED
<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>  (8-17-2020)	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/2020/new_form_how_to_file_complaint.pdf">https://www.education.nh.gov/sites/g/files/ehbemt326/files/inline-documents/2020/new_form_how_to_file_complaint.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/2020/new_form_how_to_file_complaint.pdf">https://www.education.nh.gov/sites/g/files/ehbemt326/files/inline-documents/2020/new_form_how_to_file_complaint.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>OHIO</b>	<a href="http://education.ohio.gov/Topics/Special-Education/Dispute-Resolution">http://education.ohio.gov/Topics/Special-Education/Dispute-Resolution</a>  (8-18-2020)	The Complaint Form ( <a href="http://education.ohio.gov/getattachment/Topics/Special-Education/Dispute-Resolution/Complaint-Form.pdf.aspx">http://education.ohio.gov/getattachment/Topics/Special-Education/Dispute-Resolution/Complaint-Form.pdf.aspx</a> ) is provided only in PDF which is not fully accessible. 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>OKLAHOMA</b>	<a href="https://sde.ok.gov/idea-complaint">https://sde.ok.gov/idea-complaint</a>  (8-18-2020)	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. Form only available in English	SEA should post complaint form in multiple formats, such as WORD in addition to the fillable PDF. Post forms in English and in the state's most prominent other language(s).

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	ACTION REQUESTED
OREGON	<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> (8-18-2020)	The Complaint Form ( <a href="https://www.oregon.gov/ode/rules-and-policies/Documents/complaintregform.pdf">https://www.oregon.gov/ode/rules-and-policies/Documents/complaintregform.pdf</a> ) is provided only in PDF which is not fully accessible nor fillable. Form only available in English	SEA should post complaint form in multiple formats, such as WORD and fillable PDF. Post forms in both English and in the state's most prominent other language(s).
PENNSYLVANIA	<a href="https://odr-pa.org/parent-resources/state-complaint-process/">https://odr-pa.org/parent-resources/state-complaint-process/</a> (8-18-2020)	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 form in multiple formats, such as WORD and fillable PDF.
SOUTH CAROLINA	<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> (8-18-2020)	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. Form only available in English	SEA should post complaint form in multiple formats, such as WORD in addition to the fillable PDF. Post forms in English and in the state's most prominent other language(s).

STATE	URL (Date visited)	ISSUE(S) IDENTIFIED	ACTION REQUESTED
<b>TENNESSEE</b>	<a href="https://www.tn.gov/education/legal-services/special-education-legal-services/legal-dispute-resolution-processes.html#collapse17eb0cdb380d44e78b59bbcc41c3e586-1">https://www.tn.gov/education/legal-services/special-education-legal-services/legal-dispute-resolution-processes.html#collapse17eb0cdb380d44e78b59bbcc41c3e586-1</a>  (8-18-2020)	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/resources/lawsrulesregulations?mid=942&amp;tid=1">https://www.schools.utah.gov/specialeducation/resources/lawsrulesregulations?mid=942&amp;tid=1</a>  (8-18-2020)	Complaint form ( <a href="https://www.schools.utah.gov/File/1f85329e-8d9c-4c42-a22f-ac7c09664557">https://www.schools.utah.gov/File/1f85329e-8d9c-4c42-a22f-ac7c09664557</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 in addition to the fillable PDF. Post forms in English and in the state's most prominent other language(s).
<b>VERMONT</b>	<a href="https://education.vermont.gov/student-support/vermont-special-education/resources-for-families/dispute-resolution">https://education.vermont.gov/student-support/vermont-special-education/resources-for-families/dispute-resolution</a>  (8-18-2020)	Complaint form ( <a href="https://education.vermont.gov/sites/aoe/files/documents/edu-administrative-complaint-form%20-%20DR120.pdf">https://education.vermont.gov/sites/aoe/files/documents/edu-administrative-complaint-form%20-%20DR120.pdf</a> ) is provided only in PDF which is not fully accessible nor fillable. 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).



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<b>WEST VIRGINIA</b>	<a href="http://wvde.state.wv.us/osp/compliance/complaintprocess.html">http://wvde.state.wv.us/osp/compliance/complaintprocess.html</a>  (8-18-2020)	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/in-the-classroom/special-programs/dispute-resolution/">https://edu.wyoming.gov/in-the-classroom/special-programs/dispute-resolution/</a>  (8-18-2020)	Complaint form ( <a href="https://edu.wyoming.gov/downloads/special-programs/2016/complaint-request-form.pdf">https://edu.wyoming.gov/downloads/special-programs/2016/complaint-request-form.pdf</a> ) 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.