

## **What is an IDEA complaint?**

The Oklahoma State Department of Education (OSDE), Special Education Services (SES), and local SoonerStart sites have procedures for filing and resolving specific written complaints regarding alleged violations of the requirements under Part C of the Individuals with Disabilities Education Act (IDEA).

## **How is a complaint filed?**

An organization or individual may file a signed written complaint with the OSDE-SES using the OSDE-SES, SoonerStart complaint forms or in letter form.

Written complaints must be sent to OSDE-SES at:

**Oklahoma State Department of Education  
Special Education Services – COMPLAINTS  
2500 North Lincoln Boulevard  
Oklahoma City, Oklahoma 73105-4599**

Complaints/concerns made in person or over the telephone to OSDE-SES, SoonerStart are not considered formal or written complaints.

A copy of the written complaint filed with OSDE-SES will be provided to the SoonerStart site.

## **What must the complaint include?**

The complaint must be written and include a statement that the SoonerStart site has violated a requirement under IDEA Part C, the

facts on which the statement is based, and the signature of the person(s) filing the complaint. If the complaint pertains to a specific child with a disability, it should include the child's name, date of birth, and current Individualized Family Service Plan (IFSP).

## **Solutions to the complaint by the family are not required; however, they may be helpful.**

Note: The alleged violation must have occurred not more than one year prior to the date the complaint is received by the OSDE-SES.

## **Can additional information be submitted for consideration in the complaint?**

Additional information may be submitted orally or in writing about the allegation in the complaint.

All relevant information will be considered to assist in determining if there is a violation of a requirement of IDEA, Part C.

## **What are the complaint timelines?**

A written letter of findings from OSDE-SES will be issued within 60 calendar days of the receipt of a complaint unless exceptional circumstances exist which require lengthier involvement.

## **What will the complaint findings address?**

The letter of findings will address each allegation and reasons for the final decision.

## **Can complaints be resolved through mediation?**

Mediation is another approach utilized to resolve issues under IDEA, Part C. In many instances, this option can facilitate early resolution of the complaint. A brochure is available to explain this process and information regarding how mediation can be arranged. Contact the OSDE-SES, SoonerStart at (405) 521-4155 for additional information.



## What about complaints filed under the due process hearing system?

If a written complaint and a due process are filed at the same time, any part of the written complaint, which is also the subject of the due process hearing or has previously been decided in a due process hearing, will not be addressed through the complaint procedure. The due process hearing decision shall take precedence.

## Where can I get information?

You may contact the OSDE-SES, SoonerStart at (405) 521-4880 or talk to the person in charge of special education at your local SoonerStart unit.



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Civil rights compliance inquiries related to the OSDE may be directed to the Affirmative Action Officer, Room 111, 2500 North Lincoln Boulevard, Oklahoma City, Oklahoma 73105-4599, telephone number (405) 522-4930; or, the United States Department of Education's Assistant Secretary for Civil Rights. Inquiries or concerns regarding compliance with Title IX by local school districts should be presented to the local school district Title IX coordinator.

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## **Formal Written Complaint Procedures for the SoonerStart Oklahoma's Early Intervention Program, Individuals With Disabilities Education Act (IDEA)**



**Oklahoma State  
Department of Education**

[www.sde.state.ok.us](http://www.sde.state.ok.us)

