



DISPUTE RESOLUTION STATE COMPLAINT QUICK GUIDE



A STATE COMPLAINT...

Can be filed by any individual or organization
Alleges a violation of the Individuals with Disabilities Education Act (IDEA)
No cost to family or district * Investigation occurs within 60 days
May include mediation * May be filed regarding an individual student and/or systemic concerns

DEFINITION

State Complaint: A formal, written, and signed statement submitted to the Idaho State Department of Education (SDE) by an individual or organization that contains one or more allegations and the facts on which the statement is based that a school district or public agency has violated a requirement of IDEA within the last year (365 days).

-- [Idaho Special Education Manual 2018](#), Glossary

WHAT HAPPENS?

The SDE will appoint a trained complaint investigator to the case who will conduct a fact finding investigation which may include interviews and review of files, correspondence, and other information. An onsite investigation may occur as part of the investigation. The complaint investigator will submit his or her findings of fact, conclusions, and, in coordination with the SDE, identify appropriate corrective actions if required.

-- [Idaho Special Education Manual 2018](#), Chapter 13: Dispute Resolution

- A **complainant** files a complaint through the Dispute Resolution Office.
- A complaint **investigator** is assigned, and **allegations** are determined.
- The investigator reviews documents and interviews people related to the complaint.
- **Mediation** may be requested at any time during the process.
- Within 60 days, a **final report** is issued, which determines whether there were violations of IDEA requirements.
- If violations occurred, a **Corrective Action Plan** will be included in the report.

TO LEARN MORE OR TO REQUEST MEDIATION

Visit the [Dispute Resolution Webpage](#) on the [Idaho State Department of Education](#)'s website

Call: (208) 332-6912 or (208) 332-6914

Email: disputeresolution@sde.idaho.gov