

Complaint Letter

Today's Date (include month, day, and year)

Your name

Your Street Address

City, State, Zip Code

Day time telephone number

Full Name of Person to whom you're writing (school administrator or district superintendent—You may have to call your school office and ask the name and address of this person)

Title

Name of School/Organization

Street Address

City, State, Zip Code

RE: Student's name

Date of birth

Teacher and grade level

Dear (name of person, use title and last name),

I am writing to request a resolution to a problem that is (has been) happening with/to (child's name).

The problem occurred when (list specifics—what happened or didn't happen and why is it a problem).

Complaints can be filed when the agency fails or refuses to:

- Inform parents/surrogates and child of legal rights regarding FAPE
- Accept a referral
- Follow legally mandated timelines for responses, meetings, start of services
- Provide necessary services agreed to in IEP
- Provide proper notice of meetings, proposed changes to child's program, including placement or services
- Provide requested information in a timely manner
- Adequately protect family or child confidentiality
- Provide any other information or service dictated by state or federal law.

I have attempted to resolve this situation by talking to (include everyone you talked to about the problem, include the persons title) on (list dates of contact whenever possible).

(Person talked to) attempted to address the problem by (list actions promised and actions taken).

Unfortunately these actions did not adequately address the problem because (state why those actions were insufficient, i.e., speech therapy was increased to three times a week but John is still not progressing as outlined in his IEP).

I have included the following documentation regarding this problem including: (list any documentation related to the problem, such as assessment results, letters regarding the child, etc.).

In order to resolve this problem, I am requesting (clearly request any action necessary to resolve the matter. This could include an increase of services, better coordination between services providers, a meeting with the administrator, etc. If appropriate also cite any relevant laws that address the agency's obligations regarding the

issue). I look forward to your response and can be reached at (daytime telephone number).

Sincerely,

(Full name)

NOTE:

The superintendent/administrator must respond to the complaint within 60 days. The response must include:

The nature of the complaint

The results of any investigation concerning the complaint

The "disposition" of the complaint (how the district will respond)

An explanation of the district's response