



State Complaint Investigation

Filing Instructions

The Oklahoma State Department of Education Office of Special Education Services (OSDE-SES) complaint procedures can be obtained by calling the above phone number, visiting the [OSDE Website](#), or found in the [Oklahoma Special Education Policies and Procedures Chapter 11, Section 4](#). Individuals with Disabilities Education Act (IDEA) regulations for State Complaint Procedures may be found at [34 CFR § 300.151-153](#). Parents and schools are encouraged to utilize mediation to resolve special education disputes. Such participation is voluntary. Please contact the OSDE-SES at (405) 521-3351 for further information.

A complaint **must** include the following information:

1. Current date.
2. Name, address, and telephone number of the person making the complaint (or available contact information).
3. The signature of the person making the complaint.
4. If alleging violations regarding a specific student, the name and address of the student involved (or available contact information in the case of a homeless student or family; and the name of the school that the student is attending).
5. The school and local education agency (LEA) or other education agency that is the subject of the complaint.
6. One or more statements (allegations) that the LEA has violated one or more requirements under the federal IDEA Part B **within one year** of the date OSDE-SES receives a completed state complaint.
7. The facts and/or description of the events that support each allegation (e.g., documents such as the student's IEP, eligibility paperwork, email, or text message correspondences with the LEA, etc.) **must be within one calendar year** from the date of OSDE-SES receipt of a completed state complaint. Under IDEA, this requirement applies even if the alleged violation is continuing or if the complainant is requesting compensatory services IDEA 34 CFR §300.153(c).
8. Proposed solution to the allegations or the relief sought to the extent known and available to the party at the time.

The use of this form is optional, however, all State Complaint Investigation Requests must include the required elements listed above (and provided as an optional checklist on page 5). The OSDE-SES will accept a complaint by mail, email, or hand delivery to the address above. Also, you may submit additional information, orally or in writing, about the allegation(s) in the complaint 34 CFR §300.152(c). Please contact us if you require any assistance.

A copy of the completed complaint must be provided to the LEA or public agency serving the child at the same time the completed complaint is filed with the OSDE-SES.

The OSDE-SES will notify all parties if the state complaint is not sufficient and/or if additional information is required.

Request for Complaint Investigation Form

Parents, other individuals, organizations, including from another state, may file a complaint if they believe a school district or other educational agency has violated the Individuals with Disabilities Education Act (IDEA).

Contact Information of Individual Filing the Complaint

Full Name

Relationship to Child (Optional)

Address

City, State, ZIP Code

Phone Number

Contact Information of School District Against Whom the Complaint is Being Filed

School District / Local Education Agency (LEA)

Address

City, State, ZIP Code (Optional)

Phone Number (Optional)

Information of the Child Involved

Child's Full Name

Date of Birth (Optional)

Grade (Optional)

Address (Optional)*

City, State, ZIP Code (Optional)

Disability (Optional)

School Child Attends

* Or available contact information in the case of a homeless student or family.

Statement of Violation

Describe the IDEA violation(s). The complaint must describe a concern that happened **within the last year** from the date the complaint is filed. You do not have to know specifically what law was violated, but you must explain what you believe the school has done wrong. Attach additional pages as needed (See page 6 for examples of Statements of Violation).

Supporting Facts

Using dates, names, and locations **within the last year**, describe what actually happened to lead you to believe the school or school district has violated the law under IDEA. Attach additional pages as needed (See page 6 for examples of Supporting Facts).

Proposed Solution

For each of the alleged violations described above, what is your proposed solution? Attach additional pages as needed (See page 6 for examples of a Proposed Solution).

Notification for Complaint Investigation

By federal regulation, you must send a copy of the complaint to the school district **and** OSDE-SES.

Oklahoma State Department of Education
Office of Special Education Services
Attn: Dispute Resolution
2500 N. Lincoln Blvd Ste. 412
Oklahoma City, OK 73105

Phone: (405) 521-3351
Email: sesdisputeresolution@sde.ok.gov

The section below must be completed to indicate the school district is in receipt of the complaint at the same time or same date as you are filing the complaint to the Oklahoma State Department of Education.

Indicate below when, how, and to whom you provided a copy of the complaint to the school district.

☐

Hand delivered on: _____
Date DeliveredSignature of Recipient

☐

Emailed on: _____
Date DeliveredRecipient NameEmail Address

☐

Mailed on: _____
Date MailedCertified Mail Return Receipt Number (if applicable)

Mailed to Recipient Name

Mailed to Address

CityStateZIP Code

School District

Superintendent Name

Date

Special Education Director Name

Phone Number (Optional)

Date

Mediation (Optional)

Mediation is available to parents at no cost and can be entered into with the agreement of the School District. Mediation may proceed at the same time as the complaint investigation.

This step is **optional**. Check all boxes that apply:

- ☐ I would like more information about mediation.
- ☐ I request mediation and authorize the school district and OSDE-SES to share educational information with the mediator about my child's identity, educational needs, and information pertinent to the mediation. I understand the mediator will keep this information confidential.
- ☐ I agree to extend the complaint timeline if the district/program also agrees and if an extension is necessary to engage in mediation.

Checklist (Optional)

Make sure the items below have been completed before mailing/emailing your request for a complaint investigation.

- ☐ You have provided your name, address, contact information, and the name of the school the student attends (page 2).
- ☐ You have provided a statement of violation regarding detailed information as to when, where, and how the alleged violation(s) of IDEA took place (page 3).
- ☐ You have provided supporting facts (page 3).
- ☐ You have provided a proposed solution to the problem (page 3).
- ☐ You have documented that you have provided a copy of your complaint to the school district and OSDE-SES (page 4.)
- ☐ You have signed and dated your complaint below (page 5).

Signature

Signature (Required)

Date (Required)

Sample of State Complaint

Example of Statement of Violation	Example of Supporting Facts	Example of Proposed Solution
The school district did not follow my child's IEP.	My child's October 2023 IEP includes 30 minutes per week of speech-language services. At a parent-teacher conference, I was told my child hasn't seen the speech therapist all year.	Provide make-up services to my child.
The school district is not providing behavior supports that address my child's needs.	My child is is being suspended for behaviors caused by their disability.	Call an IEP meeting to discuss various options to support my child's behavior.
The school district has not completed special education testing on my child.	My child is failing their classes and has been suspended several times. I signed permission for the district to test my child when I met with the counselor in January 2023. It is now October 2023 and I never received the testing results. My child is still having trouble in school.	Send me a completed evaluation and have a meeting to discuss the results.
The regular education teachers are not providing accommodations that are written in my child's IEP.	My 11th grader has a specific learning disability. Their October 2023 IEP says teachers will allow extra time to complete assignments and take tests in the resource room. My child's teachers lower their grade on assignments when they take extra time to complete them, and won't let them go to the resource room to take tests.	Provide training to the regular education teachers and make sure they implement my child's IEP.