

SPECIAL EDUCATION COMPLAINT PROCESS

Parents or adult students who believe that the school department is not complying with state or federal special education requirements have a right to file a written complaint with the Superintendent of Schools regarding that concern.

Maine School Administrative District No. 59 strongly urges parents or adult students to attempt to resolve their concerns on the building level if at all possible. In the event that the parent or adult student chooses to file a complaint with the Superintendent of Schools, the following procedure will be followed:

1. Upon receipt by the superintendent of a written complaint regarding compliance with state or federal special education requirements, the superintendent shall assign the Director of Special Education or other appropriate designee to investigate the complaint (the "Investigator").
2. The Investigator shall interview the parent or adult student regarding the complaint and shall review records or interview other individuals who may have information necessary to resolve the concerns.
3. Within thirty calendar days of receipt of the written complaint by the superintendent, the Investigator shall report back to the superintendent with recommendations on whether a violation of state or federal special education requirements may have occurred, and if so, with recommendations on how to remedy the violations.
4. Within fourteen calendar days of when the superintendent receives the recommendations of the Investigator on the complaint, the superintendent shall notify the parents or adult student in writing of his/her own findings and determination in the matter, including any corrective action that he/she may order. Within that fourteen-day time frame, the superintendent may choose to interview the parents, adult student or other persons before making his/her final determination.
5. Nothing in this complaint process in any way forecloses the rights of parents or adult students to file complaints regarding compliance with state or federal special education requirements with other state or federal agencies charged with enforcement of those requirements. Complaints or hearing requests can be filed with:

**Maine Department of Education
Division of Special Services
State House Station 23, Augusta, ME 04333
Telephone: 207-624-6650**

Complaints may also be filled with:

**U.S. Department of Education
Office for Civil Rights
John W. McCormack, Regional Director
Post Office and Court House, Room 222
Post Office Square, Boston, MA 021094557
Telephone: 617-223-9622**