

## Request for Special Education Complaint Investigation Form

If you believe that special education requirements have not been followed by a public school, you have the following dispute resolution options available to you: Mediation, Complaint Investigation, and/or Due Process Hearings.

This sample form has been designed for you to request a complaint investigation. If you need assistance completing this form or would like to discuss your dispute resolution options, you may contact the Texas Education Agency staff responsible for each option found on the last page of this form. Additional information about the complaint investigation procedures can be found on the Texas Education Agency (TEA) web site at <http://www.tea.state.tx.us/special.ed/medcom/index.html>.

You may choose not to use this form to request a complaint investigation; however, all the information on this form must be included in your written request to TEA. Requests for complaint investigations must be signed. A checklist for you to use prior to mailing/faxing the completed form can be found on the last page of this form.

Whether you use this form or write your own letter, you are required by law to send a copy of your complaint to the school district.

*Note: A complaint investigation and mediation can be requested at the same time. If you request a complaint investigation and a due process hearing, your complaint investigation request will remain on hold until the due process hearing has ended.*

If you are requesting a complaint investigation for one student, you are required to complete section **1. Student Information**. If you are requesting a complaint investigation for more than one student, skip section **1. Student Information** and complete the rest of the form.

### 1. Student Information

*In the space below, provide the student's complete name, mailing address, and phone numbers. Also provide the name of the District and campus where the student attends or attended school. The student's date of birth is required for identification purposes.*

*In the case of a homeless child or youth (within the meaning of section 752 (2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), provide available contact information for the child and the name of the school the child is attending.*

Name \_\_\_\_\_ Date of birth (MM/DD/YY) \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Phone number \_\_\_\_\_ Alternate phone number \_\_\_\_\_  
Name of school district \_\_\_\_\_  
Name of campus student attends/attended \_\_\_\_\_

**2. Complainant Information**

The complainant is the individual or organization filing the complaint. The complainant may file on behalf of other students as a third party. The complainant must provide complete name and contact information.

Name \_\_\_\_\_  
Relationship to student \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Phone number \_\_\_\_\_ Alternate phone number \_\_\_\_\_  
Fax number \_\_\_\_\_ Email Address \_\_\_\_\_

**3. Complaint Information**

Your complaint must allege a violation of the Individuals with Disabilities Education Act (IDEA), its implementing regulations, Texas Education Code (TEC) and/or Texas Administrative Code (TAC). The violation that is alleged must have occurred not more than one year prior to the date the complaint is received at the Texas Education Agency.

Below, please describe in detail each act that you allege violates IDEA, TEC, and/or TAC, including when the act occurred and other events that are relevant to the allegation. For a complaint investigation, you must describe what documents would be helpful for the Agency to review. Finally, you must provide a proposal for resolution of the allegation or to the problem.

If you have more than one alleged violation use the "additional allegations" form available at <http://www.tea.state.tx.us/special.ed/medcom/compform.html>.

- a. What is the alleged violation? (Describe the nature of the problem.)
- b. What are the facts on which the allegation is based?
- c. What are significant dates and events that may be relevant to this allegation?
- d. What documents supporting the facts should be reviewed by the Agency regarding this allegation?
- e. Please describe your proposal for resolution of the allegation or to the problem.

**4. Signatures**

By federal regulation, you must sign the request for complaint investigation.

Signature of person(s) filing the complaint \_\_\_\_\_  
Date \_\_\_\_\_

**5. Notification for Complaint Investigation**

*By federal regulation, you must send a copy of the request for complaint investigation to the school district. Indicate below when, how, and to whom you sent the copy of the complaint letter.*

Date \_\_\_\_\_

Hand delivered and received by \_\_\_\_\_  
signature of recipient

Faxed to \_\_\_\_\_ at \_\_\_\_\_  
Superintendent or Special Education Director Fax number

Mailed to \_\_\_\_\_ at \_\_\_\_\_  
Superintendent or Special Education Director Mailing Address

Certified Mail Return Receipt Requested # (if applicable) \_\_\_\_\_

**Checklist**

Before mailing/faxing your request for a complaint investigation, make sure the items below have been completed.

- You have provided the student’s name, contact information, and name of the school district the student attends (section 1, when requesting a complaint investigation on behalf of one student).
- You have provided your name, address, and contact information where you can be reached (section 2).
- You have provided detailed information as to when, where, and how the alleged violation took place (section 3).
- You have provided a proposed solution to the problem (section 3.e.).
- You have signed your complaint (section 4).
- You have provided a copy of your complaint to the school district (section 5).
- You have mailed your complaint in time for it to be received by the Division of IDEA Coordination no later than ONE YEAR after the last act or event of which you are complaining (section 3.c.).

**Mail or fax your complaint to:**

Texas Education Agency  
Division of IDEA Coordination  
1701 North Congress Avenue  
Austin, Texas 78701  
FAX: (512) 463-9560

**Technical Assistance for the Dispute Resolution Processes:**

Questions regarding this form or the complaint investigation process may be addressed by contacting:

Texas Education Agency  
Division of IDEA Coordination  
1701 North Congress Avenue  
Austin, Texas 78701

Telephone: (512) 463-9414 or  
Fax: (512) 463-9560

Questions regarding requesting mediation services or due process hearings may be addressed by contacting:

Texas Education Agency  
Division of Legal Services  
1701 North Congress Avenue  
Austin, Texas 78701

Telephone: (512) 463-9720 or  
Fax: (512) 475-3662

**Toll Free Parent Information Line: 1-800-252-9668**

*This toll free message line is reserved for parents and other family members who have questions about student rights and regulatory requirements as they relate to special education complaint investigations, mediations, and due process hearings. Calls are returned by trained professionals during normal business hours.*

**For Individuals who are Deaf or Hard of Hearing:**

TTY Number: (512) 475-3540 | Relay Texas 7-1-1

<http://www.tea.state.tx.us/special.ed/medcom/>