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Parent Request for a Complaint Investigation

1. The administrative assistant opens the request and assigns it to the next consultant in line.
2. The consultant checks the request for completeness. If it is not complete, the parent is contacted and asked to resubmit.
3. If the filing party has indicated on the Dispute Resolution Request form that a copy of the form has been given or sent to the SAU, the consultant contacts the SAU to ask if they have received their copy. The official date of receipt of the request is the date that the Due Process Office (DPO) is in possession of the request and has also confirmed that the SAU has their copy.
4. All information is entered into the docket and the case is assigned a name and number.
5. If the parent has requested mediation, the SAU is asked if they wish to participate. If yes, the consultant will arrange for mediation. If the SAU does not agree to mediation, mediation will not be held. An agreement to mediate results in an automatic extension of complaint investigation timeframes.
6. The consultant determines the following dates:
 - Range of dates for the mediation to be held, when appropriate.
 - Range of dates for the complaint investigation meeting.
 - Range of dates for the documents to be due to the complaint investigator.
 - Date the draft complaint investigation report is due to the Commissioner for review.
7. If mediation is to be held, the consultant contacts the next mediator in line for a case. The mediator selects a mediation date from the range specified.
8. The DPO complaint investigator selects dates from the specified ranges. If the DPO complaint investigator is not available to take the case, arrangements are made with a contracted complaint investigator.
9. The administrative assistant arranges meeting locations and prepares appointment letters for the mediator (when needed) and complaint investigator. These letters are copied to all parties and include the dates and locations of all meetings as well as additional information that is helpful in the facilitation of the complaint investigation and mediation processes.
10. IDEA and MUSER require that the complaint investigation report, reviewed and signed by the commissioner, be issued no later than 60 days from the date of the request, unless there are extenuating circumstances which result in extension of the dates in the process.

August, 2009