

Dispute Resolution – Due Process and Other Complaints Overview

This section contains information and resources on the federal and state legal mechanisms you can use to protect your client's special education and other rights (such as the right not to be discriminated against based on gender, age, or disability). While these materials focus primarily on mechanisms that pertain to District residents and wards, some Maryland resources are provided as well.

Methods of dispute resolution that are discussed include: due process, mediation, state and Section 504 complaints, in addition to complaints through the Office of Civil Rights (OCR) and other formal grievances. Tip sheets are included on each of these types of complaints, as well as resources to support you in pursuing these complaints. Note, however, that none of these materials should supplant a strategic discussion with your client regarding the type of legal action to pursue, especially given that, in many cases, filing one complaint will preclude or stall pursuit of relief in another forum. Please consult the information sheet in this section that provides a table of the types of dispute resolution available (and when each might be sought).

This section of the practice kit also includes tip sheets for each complaint process, citations to basic form documents to initiate complaints, and references to additional resources that may be helpful in pursuing dispute resolution on behalf of a student.

Attorneys planning to litigate a due process hearing or other methods of dispute resolution may also wish to consult the Children's Law Center's Pro Bono Special Education Resource Manual, located at <https://www.childrenslawcenter.org/resource/special-education-pro-bono-attorney-training-manual-2018>.

Federal Regulations

- [34 C.F.R. § 300.507](#) (procedures for filing a due process complaint)
- [34 C.F.R. § 300.153](#) (procedures for filing a state complaint)

Local/State Law & Regulations

- [D.C. Mun. Regs. tit. 5-E § 3029.1](#) (DC due process complaint regulations)
- [D.C. Mun. Regs. tit. 5-B § 2405](#) (DC student grievance regulations)
- [D.C. Code §§ 2-1401.01 – 2-1404.04](#) (DC Human Rights Law)
- [Md. Code Regs. 13A.05.01.15](#) (MD due process complaint regulations)

Additional Helpful Resources

- <http://www2.ed.gov/about/offices/list/ocr/docs/howto.html> - for information about how to file an OCR Complaint
- <http://ohr.dc.gov/complaint> - for information about how to file a Discrimination Complaint under DC's Human Rights Act

CLC Information Sheet: Types of Dispute Resolution in DC

Complaint Type	Who can file?	What can you file on?	What is the process for resolving the dispute once the complaint is filed?	What relief is available?	What is the statute of limitations?	How long does it take?
Due Process Complaint	Parent or educational decision-maker (<i>pro se</i> or through counsel); adult student (age 18 or older); Local Education Agency.	Disputes between the educational decision-maker and education agency over anything related to a child's identification, evaluation, IEP development or placement under IDEIA.	Administrative hearing before an impartial hearing officer.	No damages, but the hearing officer has broad discretion to award services (including placement in another school program).	Two years, but longer if there is demonstrable fraud.	Hearing officer's decision must be issued within 75 days of the filing of the complaint.
State Complaint	Anyone (parent, agency, concerned citizen).	Same as due process complaints; but state complaints can also be filed to challenge systemic failures (e.g., school that uses inappropriate restraint tactics).	State Agency (OSSE) investigates and issues a written report.	If the State Agency finds that there are violations, they issue a corrective action plan as part of their written recommendation. This can include requests that the non-compliant agency fund services, develop new policies etc.	One year.	OSSE has 60 days to complete the investigation and issue a decision, but can grant itself a continuance. Additionally, mediation may extend the timeline.

<p>Special Education Mediation</p>	<p>Parent or educational decision-maker (<i>pro se</i> or through counsel); adult student (age 18 or older); Local Education Agency.</p>	<p>Any dispute between parents or educational decision-makers regarding issues under Part B and Part C of the IDEA. <i>See</i> 34 C.F.R. § 300.506.</p>	<p>It's a voluntary process – not used to deny or delay a parent's right to due process hearing. The mediator (neutral third-party) attempts to resolve the dispute by facilitating discussion between the parties.</p>	<p>It is the parties, who decide how to resolve the dispute. If the parties can reach agreement, a legally binding written agreement resolving some or all of the issues will be developed and signed by the parent and a representative of the agency who has the authority to bind the agency. If an agreement is not reached in mediation, and the parties agree that additional sessions will not resolve the dispute, the mediation case is closed.</p> <p>By law, a written, signed mediation agreement of the parties is enforceable in any state court of competent jurisdiction, or in a district court of the United States. In addition, OSSE will investigate a state complaint alleging failure to implement a mediation agreement that resolved a due process complaint.</p>	<p>Two years.</p>	<p>Depends on how many mediations are scheduled.</p>
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Formal Grievances	Student, or parent or other individual on behalf of the student.	Violations of Section 504, Title II of American Disabilities Act (prohibits disability discrimination), Title IX of Education Amendments (sex), Title VI of Civil Rights Act (race, color, national origin), DC Human Rights Law, Age Discrimination Act of 1975, and also applies in situations described in D.C. Mun. Regs. tit. 5-B, § 2405, and “any other violation of a right granted by law that does not have a specific grievance procedure or hearing process provided in this title.”	The grievance process provides a three-tiered investigative review (where the grievant can appeal at each stage), and a final review before a grievance review panel of three. <i>See</i> D.C. Mun. Regs. tit. 5-B, § 2405.	The regulations only discuss resolution of the complaint (and not specific types of relief available). However, in practice, grievances have been used to request, among other things: firing or training of staff, failure to respond to school transfer requests (with the transfer requested as relief).	No statute of limitations is given in the grievance procedures for the initial grievance, but review the regulations for appeal timelines.	Each tier of investigation has a ten day window to complete the investigation and propose resolution.

Complaint Type	Who can file?	What can you file on?	What is the process for resolving the dispute once the complaint is filed?	What relief is available?	What is the statute of limitations?	How long does it take?
Complaints with the U.S. Department of Education, Office for Civil Rights	A victim of the discrimination or someone complaining about the discrimination on behalf of an individual or group.	Discrimination on the basis of race, color, national origin, sex, disability or age by an educational institution that receives federal funding.	OCR conducts an investigation of the allegations as a neutral fact-finder.	OCR issues a Letter of Findings after the investigation and if it is determined that a party failed to comply with a civil rights law OCR enforces, OCR will attempt to secure the party's willingness to negotiate a voluntary resolution agreement; if the party refuses to negotiate a resolution agreement, OCR will issue a Letter of Impending Enforcement Action and may initiate administrative enforcement proceedings to suspend, terminate or refuse to grant federal financial assistance to the school or refer the case to the Department of Justice.	No more than 180 calendar days (6 months) from when the incident occurred.	Generally takes up to 6 months for OCR to investigate the complaint and issue a Letter of Findings.

CLC Tip Sheet

DC Administrative Due Process Hearings

Who Can File A Due Process Complaint?

The educational decision maker (usually a parent), or the educational agency for a child (schools), can file a due process complaint over any dispute between the educational decision maker and the educational agency related to the identification, assessment, Individualized Education Program (IEP) or placement of a student (essentially any disputes over service provision under the Individual with Disabilities Education Improvement Act (IDEIA)).

Wait ... Schools Can File Due Process Complaints Against Parents?

Yes, although this is unusual. As an example, schools sometimes will file due process complaints against parents where a parent has requested an independent evaluation and the school refuses to authorize it, and where the school wants a child to move to a more restrictive school placement and the parent disagrees.

Do You Need a Lawyer to File a Due Process Complaint?

Technically no. However, given the highly nuanced and technical provisions of the IDEIA, it is often helpful to be represented by an attorney who has experience practicing in this area of the law.

The DOs and DON'Ts of Due Process Complaints and Hearings

- **DO** make sure that your complaint contains all of the information requested by the due process complaint form (either include your complaint in the form, or fill out the form and attach it).
- **DON'T** provide only minimal details in your complaint if you can help it. The Hearing Officer does not receive school records in advance of a hearing, so you want to make as compelling a case as possible from the start. However, an important caveat is necessary to mention:
- **DON'T** plead facts in a due process complaint unless you are *absolutely* sure that you can prove them at a hearing using multiple sources of evidence. Witnesses can disappear or become unavailable so don't plead facts you can only prove through testimony.
- **DO** put the due process complaint timeline on your calendar and keep track of it once you have filed. You can calculate deadlines using an internet resource by searching for a "date calculator" or other internet resources (for timelines, please see the information sheet in this Practice Kit). You can ask for sanctions where the other party fails to comply with timelines, but keep in mind you also can be sanctioned if you miss them.

- **DO** be extra careful when calculating the deadline for disclosures. Federal and local holidays (e.g., Emancipation Day in DC) can truncate your timeline.
- **DO** prepare carefully for the Pre-Hearing Conference. Make sure you can answer all of the questions on the Pre-Hearing Conference check list (including student ID number, the names of your witnesses and what they will testify to) and review closely each of the presumptions listed to make sure you agree with them.
- **DO** use the Pre-Hearing Conference to address logistical or evidentiary issues, including concerns about records or witnesses not being provided, and to confirm disclosure and motion deadlines as well as the manner of service (e.g., electronic versus facsimile).
- **DON'T** assume witnesses can testify by telephone. You should be able to confirm at the Pre-Hearing Conference which witnesses are available to testify in person or by phone and that the Hearing Officer will allow telephone testimony when requested.
- **DO** make sure your witnesses have copies of all the disclosures (yours AND the school's) before the hearing. Witnesses testifying by telephone are often barred from testifying if they don't have the disclosures available to reference when necessary.
- **DON'T** assume the hearing will start on time (in terms of scheduling witness testimony). Preliminary matters can take any time from ten minutes to over an hour. Ask your witnesses to have a window of time when they can be available so you don't lose the opportunity to present important testimony if the hearing is not on schedule.

I'm a GAL Representing a Student Who Needs Special Education Services. What Can I Do to Help?

- **IF THE CHILD'S PARENT HAS A SPECIAL EDUCATION ATTORNEY AND IS PURSUING DUE PROCESS:** Reach out to the attorney and see if there is any assistance you can provide in preparing for the due process hearing, or if you might be able to serve as a witness. While it may not be appropriate for some attorneys to testify or they may need to give very limited testimony (e.g., juvenile defense attorneys), GALs can often be very helpful witnesses and provide context to the Hearing Officer about the child's history and service needs.
- **IF THERE ISN'T A SPECIAL EDUCATION ATTORNEY INVOLVED:** You may want to consider requesting a special education attorney be appointed in the child's neglect case if there is an educational decision-maker identified. Please visit the Educational Decision-Makers section of this Practice Kit for more information.

CLC Tip Sheet

Filing State Complaints

What is a State Complaint?

- A state complaint is a written request that the state education agency investigate violations of the Individuals with Disabilities Education Act (IDEIA) or alleged violations of the special education services provided to children in the District of Columbia.
- In the District, state complaints are filed with DC's state education agency, the Office of the State Superintendent of Education (OSSE), which is then charged with investigating the complaint and issuing a Letter of Determination with findings and/or a corrective action plan to remediate the issue if noncompliance is found.

Who Can File A State Complaint?

- Any individual or organization may submit a state complaint that alleges any District of Columbia public agency has failed to comply with a requirement of the IDEA or the District's laws and regulations regarding special education, including the identification, evaluation, and educational placement of the child or the provision of a Free and Appropriate Public Education (FAPE) to such child.
- Requirements for filing a state complaint are set forth at 34 C.F.R. §§ 300.151-.153 and 34 C.F.R. § 303.432-.434.

What is the process for filing a State Complaint?

- A signed, written complaint can be mailed, emailed (electronic signatures not accepted), or faxed to the State Complaint Office (SCO) within OSSE.
 - The SCO has a model complaint form - <https://osse.dc.gov/publication/specialized-education-state-complaints-form>
 - The complaint must include: a statement that public agency violated the requirements of the IDEA; the facts supporting this statement; signature and contact information for the complainant; and if alleging violations regarding a specific child then the name and address of the child as well as the school he or she attends and a description of the problem including facts and a proposed resolution to the problem. 34 C.F.R. § 300.153(b).
 - For Part C complaints, there are similar requirements for the complaint. *See* 34 C.F.R. § 303.434(b).
 - The SCO will not investigate alleged violation(s) that occurred more than 1 year prior to the date that SCO received the complaint. 34 C.F.R. § 300.153(c).
 - For Part C complaints, the one-year limitation is not applicable. *See OSSE's District of Columbia Formal State Complaint Policy and Procedures*, <https://osse.dc.gov/publication/specialized-education-state-complaints-policy-and-procedure>
 - The party or organization filing the complaint must forward of a copy of it to the LEA or public agency responsible for serving the child at the same time the party files the complaint with the SCO. 34 C.F.R. § 300.153(d).
 - For complaints regarding Part C, the complaint must be forwarded to the public agency or private service provider serving the child.

- Once you have filed a state complaint, the SCO has a maximum of 60 days to investigate the allegation(s) and issue a final written decision including findings of fact and conclusion as well as reasons for the SCO's final decision.
 - The SCO assigns an investigator, who will determine if an investigation will be completed or not.
 - If an investigation will not be completed, then the SCO sends notice to the complainant and relevant public agency or private service provider.
 - If the investigation will be completed, then the SCO sends written notice of receipt of the complaint to the complainant and public agency or private service provider.
 - The complainant and public agency or private service provider can submit additional information either orally or in writing. 34 C.F.R. § 300.152(a)(2-3); 34 C.F.R. § 303.433(a).
 - The public agency or private service provider must provide a written response to the SCP within 10 business days of receipt of the complaint.
 - The public agency or private service provider can submit a proposal to resolve the complaint. 34 C.F.R. § 300.152(a)(3)(i); 34 C.F.R. § 303.433(a)(3)(i).
 - The complainant and public agency or private service provider need to be given an opportunity to voluntarily agree to mediate. 34 C.F.R. § 300.152(a)(3)(ii); 34 C.F.R. § 303.433(a)(3)(ii).
- The SCO is responsible for tracking and ensuring that the final written decision is enforced.

What Are the Advantages of Filing a State Complaint Instead of a Due Process Complaint?

- No evidentiary hearing – it may be a good alternative for clients with limited time or who are nervous about testifying;
- Can be used to address systemic issues – one complaint may address the same problem with noncompliance for multiple students; and
- Relief can include orders that a public agency must take certain remedial action to address violations.

What are the Disadvantages of Filing a State Complaint Instead of a Due Process Complaint?

- Longer and more flexible timeline (a decision, or Letter of Determination, generally must be issued within 60 days of the Complaint being filed, but OSSE can request an extension to the 60-day timeline) so relief may be delayed;
- The statute of limitations for alleging violations is generally one year as opposed to two years;
- OSSE conducts an investigation (as opposed to an evidentiary hearing) so the filer has less control over what information is reviewed;
- Decisions are public and may be considered authoritative for substantive non-related proceedings, so if you lose on a systemic issue, it may hurt other students; and
- No clear appeal process.

Can I File Both a State Complaint and a Due Process Complaint at the same time?

Yes, but if a due process complaint is pending, OSSE will toll the investigation on the state complaint until the due process complaint has been adjudicated.

The DOs and DON'Ts of State Complaints

- DO make sure your complaint contains all of the information requested by the form.
- DO provide specific information where available and appropriate to assist OSSE with the investigation (e.g., school years, names of individuals spoken with or involved, case numbers of prior due process hearings where applicable).
- DO attach exhibits (school records, evaluations, affidavits, correspondence) where helpful to expedite the investigation.
- DON'T file a state complaint if you have already lost a due process hearing on the same case. Due process complaint holdings are binding on state complaints.

CLC Tip Sheet: Filing Complaint with U.S. Department of Education Office for Civil Rights (“OCR Complaints”)

What is an OCR Complaint?

A person can file an OCR complaint with the U.S. Department of Education Office for Civil Rights where that person believes that an educational institution that receives federal funding is discriminating against someone on the basis of race, color, national origin, sex, disability or age. An OCR complaint can be filed by the victim of such discrimination, or by someone complaining on behalf of another person or group.

Examples of when you might file an OCR Complaint:

- To allege that a school's policy that all students who have repeated the 9th grade once must attend specialized programs has a disparate impact on students with disabilities.
- To allege that a school's failure in handling sexual violence allegations discriminated on the basis of gender.
- To allege that a school has failed to create or implement a 504 plan.

What is the process for filing an OCR Complaint?

- File the Complaint: Contact a local OCR office or file a complaint online. Information for both is available at <http://www2.ed.gov/about/offices/list/ocr/index.html>.
- Evaluation of the Complaint: OCR evaluates the complaint (and each allegation contained therein) to determine whether OCR has the legal authority to investigate the complaint. Based on that evaluation, OCR will either dismiss the complaint or open the complaint for investigation.
 - NOTE – in certain cases, OCR may contact the complainant to request more information. The complainant is then granted 20 calendar days to respond to OCR’s request.
- Opening of an Investigation: If OCR determines it will investigate, it issues letters of notification to the complainant and the respondent. During the investigation, OCR serves as a neutral fact-finder and uses such fact-finding techniques as reviewing documentary evidence submitted by both parties, conducting interviews with the complainant, the respondent and other sources as appropriate and/or conducting site visits.
- Issuing a Letter of Findings: At the conclusion of the investigation, OCR will issue a letter of findings which contains fact-specific investigative findings with respect to each allegation in the complaint.
- Efforts to Resolve the Complaint after a Determination of Noncompliance: If OCR determines that the recipient failed to comply with one of the civil rights laws that OCR enforces, it will contact the recipient and attempt to secure their participation in a voluntary resolution agreement. If the recipient refuses to negotiate a voluntary resolution agreement, OCR will inform the recipient that it has 30 days to indicate its willingness to engage in negotiations or OCR will issue a Letter of Finding to the parties providing a factual and legal basis for noncompliance.

- **Final OCR Action:** If after the Letter of Finding is issued, the recipient continues to refuse to negotiate, OCR will issue a Letter of Impending Enforcement Action and try again to get voluntary compliance. If those efforts fail, OCR will either initiate administrative enforcement proceedings to suspend, terminate, or refuse to grant or continue federal financial assistance to the respondent, or will refer the case to the Department of Justice for further legal action.

Does filing an OCR Complaint affect an individual's right to file other types of complaint?

Yes. You cannot file a complaint with OCR if you are in the process of addressing the issues raised in your complaint with another agency, or through a school's grievance procedure "if OCR anticipates that agency that you filed with will provide you with a resolution process comparable to OCR's." You can refile your complaint with OCR after the other complaint process has completed, but OCR will independently determine whether or not to defer to the prior adjudication (but a prior adjudication is not *de facto* binding on the OCR complaint process).

Tips on filing an OCR Complaint

- Keep track of your timeline! OCR has a relatively short statutes of limitations — violations must have taken place within 180 calendar days of filing your complaint.
- Follow up with OCR to check on the status of the resolution process and remind them of their ability to take further legal action if the school continues to refuse to negotiate a resolution agreement.

CLC Tip Sheet

Formal Grievances in the District of Columbia

What is a Formal Grievance?

A grievance is a complaint that can be filed directly with a local school or instructional superintendent when there has been a violation of one or more of several federal and District laws, including:

- Section 504 of the Rehabilitation Act of 1973 (prohibits discrimination based on individuals' disability) (*see* 29 U.S.C. §§ 701-797);
- Title II of the Americans with Disabilities Act (prohibits discrimination against individuals with disabilities) (42 U.S.C. §§ 12101-12213);
- Title IX of the Education Amendments Act of 1972 (prohibits discrimination based sex) (*see* 20 U.S.C. §§ 1681-1688);
- Title VI of the Civil Rights Act of 1964 (prohibits discrimination based on race, color or national origin) (*see* 42 U.S.C. § 2000d);
- The Age Discrimination Act of 1975 (prohibits discrimination based on age in employment) (*see* 42 U.S.C. §§ 6101-6107); and
- The District of Columbia Human Rights Law (prohibits discrimination based on race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, familial responsibilities, matriculation, political affiliation, disability, source of income, and place of residence or business) (*see* D.C. Code §§ 2-1401.01 to -1404.04).

The Student Grievance Procedure described in D.C. Mun. Regs. 5-B, § 2405 also includes a “catch all” provision that applies to bullying or harassment, including sexual harassment, denial of educational opportunity for a student or group, denial or abridgment of a student’s rights or “any other violation of a right granted by law that does not have a specific grievance procedure or hearing process provided in this title.” D.C. Mun. Regs. 5-B, § 2405.2.

This Student Grievance Procedure **DOES NOT APPLY** to appeals of suspensions or expulsions, because those procedures are covered in Chapter B-25 of the DCMR. *See* D.C. Mun. Regs. 5-B, § 2405.3. (Refer to the section of this Toolkit discussing school discipline).

When Might You File a Grievance?

- When a school fails to follow its own bullying policy or intervene as requested in response to a report of bullying (e.g., parent requests a safety transfer and school fails to respond);
- When a school unfairly penalizes a parenting or pregnant teen for excused absences related to pregnancy (which equals discrimination under Title IX); or

- When a teacher makes inappropriate comments to a student (e.g., calling a student a homophobic slur, or making sexually inappropriate comments to a student).

Who Can File A Grievance?

The student may file a grievance on his or her own behalf, or the parent or guardian of the aggrieved student may file a grievance on the student's behalf. *See* D.C. Mun. Regs. 5-B, § 2405.4.

Does Filing a Grievance Impact My Right to File Other Types of Complaints?

No. You can file a grievance and still file other kinds of complaints in other forums. However, it is possible that if the resolution of the grievance is still pending other forums may wait for the adjudication of the grievance before processing your additional complaint.

The DOs and DON'Ts of Formal Grievances

- **DO** read the grievance procedure in its entirety before filing a grievance. In particular, D.C. Mun. Regs. 5-B, §§ 2405.4 and 2405.5 provides specific information as to what a grievance should contain, and what the investigation process is once a grievance has been filed.
- **DON'T** file your grievance with the school principal if the principal is referenced in your complaint, or if the principal knew about the subject of the grievance and failed to intervene. D.C. Mun. Regs. 5-B, §§ 2405.4 (b) and 2405.5 (e) allow you to file directly with the instructional superintendent.
- **DO** provide legal citations for your allegations where applicable (which rights are violated), as well as specific factual information when you have it. As an example, in a case of gender-based bullying in which students have called another student sexually derogatory names, an appropriate grievance may allege violations of the Student Bill of Rights, the "catch-all" bullying provision, and Title IX.
- **DO** keep track of the grievance timelines and follow up when they are not being adhered to.
- **DO** consider involving other community stakeholders when helpful and applicable. For instance, it may be useful to copy Suzanne Greenfield, Director of the Citywide Bullying Prevention Program, on a grievance regarding bullying that has not been remediated. (See contact information in the Toolkit section on Bullying.)

Dispute Resolution

Resources and Links

- ◆ **OSSE: Office of Dispute Resolution Student Hearing Office Due Process Hearing Standard Operating Procedures**
 - <https://osse.dc.gov/service/request-due-process-hearing>
 - The IDEA requires each state and the District of Columbia to establish and maintain procedures to ensure that parents and children with disabilities have an opportunity to seek mediation and/or an impartial due process hearing to resolve disagreements over the identification, evaluation, educational placement, or provision of FAPE for students with disabilities. At the time of publication of this Practice Kit, OSSE was in the midst of updating the Standard Operating Procedures Manual and the link to the Standard Operating Procedures Manual was not operational; users should contact OSSE's Office of Dispute Resolution to obtain a copy of the Standard Operating Procedures Manual.

- ◆ **OSSE: Office of Dispute Resolution Due Process Complaint Form (2016)**
 - <https://osse.dc.gov/publication/due-process-complaint-form>
 - This website links to the form used to provide notice of a due process complaint to the LEA and/or OSSE and/or parents with respect to any matter relating to the identification, evaluation, or educational placement of a child with a disability, or the provision of FAPE to that child, ages 3-22. This website provides detailed instructions regarding the process of serving a complaint. Other practice documents and filing forms related to due process hearings are available here: <https://osse.dc.gov/service/request-due-process-hearing>.

- ◆ **OSSE: Burden of Proof Changes**
 - <https://osse.dc.gov/sites/default/files/dc/sites/osse/publication/attachments/Notice%20of%20Changes%20to%20the%20Standard%20Operating%20Procedures.pdf>
 - The above links to changes to the DCMR Section 700.5 regarding the burden of proof in an administrative due process hearing. These changes took effect in July 2016.

- ◆ **OSSE: Resources for Office of Dispute Resolution Hearing Officers**
 - <https://osse.dc.gov/service/resources-office-dispute-resolution-hearing-officers>
 - This website offers the resumes of the impartial hearing officers who preside over due process complaints and also links to trainings that have been used to train hearing officers in the District of Columbia. NOTE: some of the training documents are outdated and reference areas of the law that have since been updated.

- ◆ **ODR: Mediation Request Form**
 - <https://osse.dc.gov/publication/mediation-request-form>
 - The above website offers mediation request forms designed to assist parties in requesting mediation services in lieu of a due process hearing.

- ◆ **Office of Dispute Resolution (ODR): Frequently Asked Questions (August 2014)**
 - <https://osse.dc.gov/publication/office-dispute-resolution-frequently-asked-questions>
 - This website offers OSSE's explanation of frequently asked questions to help users navigate the OSSE ODR website.

- ◆ **OSSE: State Complaint Form**
 - <https://osse.dc.gov/publication/specialized-education-state-complaints-form>
 - The above link is the OSSE-approved form used to file a State Complaint.

- ◆ **OSSE: District of Columbia Formal State Complaint Policy and Procedures (November 2009)**
 - <https://osse.dc.gov/sites/default/files/dc/sites/osse/publication/attachments/State%20Complaints%20Policy%20and%20Procedure.pdf>
 - The above policy is aligned with the IDEIA, which requires the State Education Agency (OSSE) to adopt written procedures for the investigation and resolution of any complaint alleging that a public agency has violated a requirement of the IDEIA.

- ◆ **United States Department of Education, Office for Civil Rights: Discrimination Complaint Form**
 - <https://www2.ed.gov/about/offices/list/ocr/complaintform.pdf>
 - The above links to the United States Department of Education discrimination complaint form.