

Disseminating Complaint Packets

When a caller's inquiry is about filing a State Complaint, the ConsultLine (CL) Specialist will provide information about the process and gather information necessary (address or email if preferred) to send the State Complaint form and Information packet (Complaint Packet). The Specialist will offer to discuss the issue with the caller, and provide information relevant to the caller's questions and concerns. This information may include an explanation of procedural safeguards, regulations and policies specific to issues expressed. The CL specialist may also explain the Call Resolution Process (CRP) as an early dispute resolution option for parents/guardians and any other dispute resolution options available to the caller. Upon completion of the call, the Specialist will send the complaint packet according to the caller's preference and then document that the Complaint Packet has been sent in the CL database. Emailed Complaint Packets will be sent through the ConsultLine Outlook account with the "Request Receipt" notification function activated.