



Disseminating State Complaint Packets and the Call Resolution Process

When a caller asks about filing a State Complaint, the ConsultLine (CL) Specialist will explain the process and gather the information needed to send the State Complaint form and Information packet (Complaint Packet) to the caller.

In some situations, the parent may describe a concern that the ConsultLine Specialist identifies as compliance related. During these discussions, it may be appropriate for the ConsultLine Specialist to offer the Call Resolution Process (CRP) to the parent or guardian. CRP was developed as a way to let a Local Education Agency (LEA) know about a possible compliance-related issue and allow parents and schools a chance to resolve the issue at the local level. A CRP can only be completed with a parent or legal guardian of the student.

What is the Call Resolution Process (CRP)?

- The Call Resolution Process (CRP) was created as an early dispute resolution option to resolve compliance-related concerns before they become formal complaints.
- A CRP email is an email sent to the special education administrator of the Local Education Agency (LEA) that the student is enrolled in. The Bureau of Special Education (BSE) is copied on the email.
- The email lets the LEA know of a compliance-related concern that the parent has shared with a ConsultLine Specialist.

When is a CRP email sent?

- Only a ConsultLine Specialist can determine if a CRP email should be sent. The ConsultLine Specialist will listen to the concerns of the parent or guardian and ask questions to decide if the issue is compliance-related and if the CRP should be completed.
- Before offering to send a CRP email, the Specialist will supply information about the state and federal rules that relate to the issue, options to try to resolve the issue locally, and will explain the state complaint process and other dispute resolution options.
- Once the Specialist decides that the CRP criteria has been met, the Specialist will ask for parent permission to send the CRP email.

What is included in a CRP email?

- The ConsultLine Specialist will work with the parent to write a brief description of the issue. This includes information about the compliance-related concern and a description of how the parent would like the issue to be resolved.
- The student's name, date of birth, and location of placement are included in the email.



Who is the CRP email sent to?

- The CRP email is sent to the special education administrator of the LEA. The Bureau of Special Education (BSE) Advisor and the Division Chief assigned to the LEA are copied on the email.
- The parent is not copied on the email, however, the ConsultLine specialist will provide a copy of the CRP email to the parent after it has been sent.

What happens once the CRP email has been sent?

- The ConsultLine Specialist's role in the CRP is complete once the email has been sent.
- Once the special education administrator receives the email notification, the administrator will decide how to handle the information. Likewise, the BSE Advisor will determine how to proceed with the CRP information.
- The ConsultLine specialist will send a state complaint form, along with relevant regulations and resources, to the parent upon completion of the CRP email.

What other options are available?

- The purpose of a CRP email is to alert the LEA to a possible compliance-related problem so that the issue can be resolved quickly and locally. At any point, a parent may contact the school to talk about the issue further or set up a meeting.
- The CRP does not take away any procedural safeguard rights. A parent maintains all the procedural safeguard rights, such as the state complaint, mediation, or due process.