

General Overview of Special Education Community Complaint (SECC) Process

OSPI receives a complete special education community complaint filed by the complainant. The complaint is signed and also has been sent to the school district. (**Day 1**)



OSPI opens the complaint and emails letters to the school district and the complainant, stating the issue(s) for investigation. The district's letter will ask the district to provide OSPI with a response and documentation, such as IEPs, evaluation reports, copies of emails, etc.



The district has **17 calendar days*** to respond to the issue(s) identified for investigation. * Unless granted an extension by OSPI.



OSPI receives the district's response to the complaint and reviews it to ensure all personally identifiable information regarding students not identified in the complaint has been removed.



OSPI emails a copy of the district's response to the complainant. *If the complainant does not have legal authority to access a student's educational records and has not provided OSPI with a signed release to access the student's records, OSPI will not provide the complainant with the student's educational records.



The complainant has **10 calendar days*** to reply with any additional information they would like OSPI to consider as part of the investigation. *Unless granted an extension by OSPI.



OSPI receives the complainant's reply. OSPI emails a copy of the complainant's reply to the district.



OSPI reviews all information provided by the complainant and the district as part of the investigation.



If needed, OSPI will ask the district or the complainant to provide additional or clarifying information. OSPI may also do interviews or onsite classroom visits.



OSPI emails the district and the complainant a written decision no later than **60 calendar days** of the date the complaint was received by OSPI. (**Day 60**)

