



## Request for Special Education Nonpublic Agency Complaint Inquiry Process

A Nonpublic Agency (NPA) is authorized by OSPI to contract with school districts to provide special education services when a student's needs cannot be met by their local district. The NPA Complaint Inquiry process addresses violations related to program authorization, student placement and education, or operational requirements (see, NPA Complaint Inquiry Form).



**Step 1: Submit the Complaint.** Request for Special Education Nonpublic Agency Complaint Inquiry Form is completed, signed, and sent to [npas@k12.wa.us](mailto:npas@k12.wa.us) and the local school district.

**Step 2: Intake and Review.** OSPI will review the complaint to make sure it falls within the NPA Complaint Inquiry process and either open an investigation, forward the complaint to the proper reviewing agency, or respond to the complainant about the sufficiency of the complaint.



**Step 3: Notification.** Once the investigation begins, OSPI will notify the complainant and other relevant parties, including the school district and the NPA, outlining the issue(s) to be investigated, the next steps, and expected timelines.

**Step 4: Investigation:** OSPI will gather relevant information through various means, including, but not limited to, interviews, document reviews, and on-site observations.



**Step 5: Decision.** OSPI issues the final decision letter to the parties and other relevant individuals. Based on the decision, an NPA may have their status modified and/or may need to submit to corrective action and ongoing monitoring.

**Step 6: Corrective Action & Monitoring.** OSPI may order corrective action when a violation has been identified. Corrective action is intended to ensure future compliance specific to the violation. Corrective action may include, but is not limited to, reviewing and revising procedures, staff training, and file reviews.

