General Overview of Special Education Community Complaint (SECC) Process – Against OSPI

OSPI Special Education Division receives a complete special education community complaint filed against OSPI. **(Day 1)**

⬇

OSPI Special Education Division contacts and forwards the complaint to the Chief Legal and Civil Rights Officer (CLCRO) within **one business day** of receipt.

⬇

The CLCRO will review the complaint and assign it to a complaint investigator (Investigator) from the OSPI Legal Affairs Division within **two business days**. The Investigator must have no conflicts.

⬇

The Investigator opens the complaint and emails the opening letter to the complainant and OSPI Special Education Division, stating the issue(s) for investigation within **two business days**.

⬇

OSPI Special Education Division has **17 calendar days** to respond to the issue(s) identified for investigation.

⬇

The Investigator receives the OSPI Special Education Division's response to the complaint. The Investigator emails a copy of the response to the complainant within **one business day**.

⬇

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

⬇

The Investigator provides a copy of the complainant's reply to OSPI Special Education Division within **one business day**.

⬇

The Investigator reviews all information provided by the complainant and OSPI Special Education Division as part of the investigation.

⬇

If needed, the Investigator will ask the complainant or OSPI Special Education Division to provide additional or clarifying information.

⬇

Within **50 days** of originally receiving the complaint by OSPI, the Investigator forwards a draft of the decision to the CLCRO for review and approval. The CLO signs the final decision following approval.

⬇

The Investigator emails the signed decision to the complainant and OSPI Special Education Division no later than 60 calendar days of the date the complaint was received by OSPI. **(Day 60)**