

## **Complaint Investigation and Due Process Branch (description con't.)**

### Complaint Investigation Section

The Complaint Investigation Section investigates and resolves complaints filed by individuals and organizations that allege violations of State and federal requirements regarding the education of students with disabilities. This requires conducting on-site visits, preparing written letters of findings that address each allegation, and determining if a violation of the requirements occurred. Each written decision includes findings of fact, conclusions of law, and an explanation of the decision. Each decision includes a statement of the corrective actions required to remedy the violation, and procedures for implementing the required actions, as needed. Follow-up activities are conducted to ensure each required action is completed within appropriate timelines.

### Due Process Section

The Due Process Section tracks formal mediation requests and administrative due process hearing decisions. The hearing decisions are redacted of personally identifiable information and disseminated through postings on the MSDE website, and required actions are tracked to completion. Follow-up activities are conducted to ensure that decisions are implemented. Administrative due process hearing records are prepared and forwarded to State or federal court, as requested.