

Parent Training and Information Centers

Region 1—Serves the counties of Cook, DuPage, Grundy, Kane, Kendall, Lake, McHenry, and Will

Family Resource Center on Disabilities
11 East Adams Street, Suite 1002
Chicago, IL 60603
Voice: 312/939-3513
Toll-Free: 800/952-4199 (IL only)
TTY & TDY: 312/939-3519
Fax: 312/939-7297
Email: info@frcd.org
Website: www.frcd.org

Region 2—Serves all remaining counties

Family Matters
1901 South 4th Street, Suite 209
Effingham, IL 62401
Voice: 217/347-5428
Fax: 217/347-5119
Toll-Free: 866/436-7842
Email: info@fmptic.org
Website: www.fmptic.org

Resources

Special Education Parent Guide
<https://www.isbe.net/Pages/Special-Education-Parents-of-Students-with-Disabilities.aspx>

Center for Appropriate Dispute Resolution
in Special Education (CADRE)
<https://www.cadeworks.org/>

Contact Information:

Illinois State Board of Education
Special Education Department
100 North First Street
Springfield, IL 62777
Phone: 217-782-5589
Fax: 217-782-0372

Email: statecomplaints@isbe.net

Website:

<https://www.isbe.net/Pages/Special-Education-Complaint-Investigation-Process.aspx>



Illinois State Board of
Education (ISBE)
Special Education
Department

Written State Complaints



Written State Complaints

A written state complaint is filed when a parent or other individual alleges that a public agency, such as a child's public school, has not followed the requirements of the Individuals with Disabilities Education Act (IDEA).

Upon receipt of a written state complaint, ISBE is responsible for conducting an investigation and making a decision about the complaint.

Investigation Process

During the course of the investigation, the investigator may:

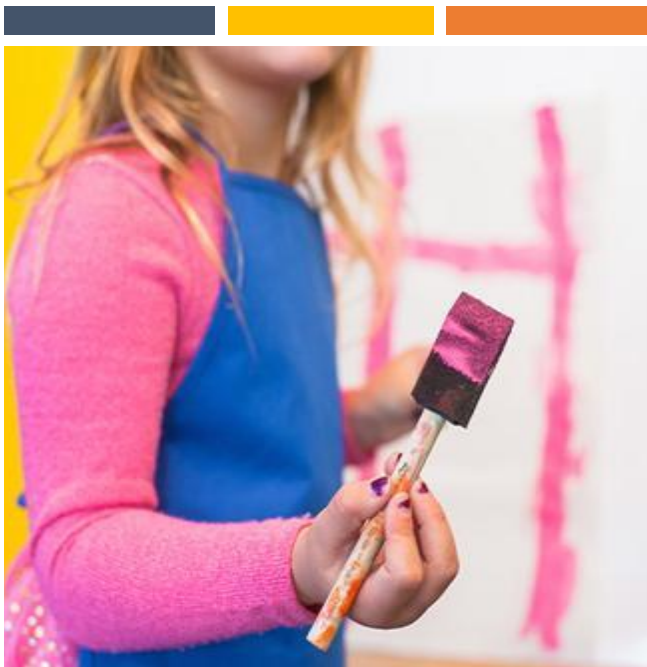
- Request additional information, either orally or in writing, from the complainant;
- Allow the public agency to respond to the allegation(s);

- Conduct interviews; and/or
- Carry out an on-site visit, if determined necessary.

After reviewing all relevant information, the investigator will make an independent determination as to whether the public agency violated a special education requirement.

Complaint Decision

Unless an extension is permitted, the investigator will issue a written decision within 60 days that addresses each allegation in the complaint. The written decision will contain findings of facts and conclusions, as well as the reasons for ISBE's final decision. The written decision will also include the steps the public agency must take to correct any identified noncompliance.



For more information regarding the dispute resolution options offered by ISBE, please visit the ISBE website at <https://www.isbe.net/Pages/Special-Education-Effective-Dispute-Resolution.aspx>

Corrective Actions

If ISBE identifies noncompliance as the result of a complaint investigation, the public agency will be required to complete the identified corrective action. Corrective actions required by ISBE must be appropriate to address the needs of the child, as well as appropriately address the future provision of services for all children with disabilities. Examples of corrective action include compensatory education services, training for public agency personnel, assurances from public agency administrators that the noncompliance has been corrected/will not occur again, and/or monetary reimbursement.

Appeal Process

ISBE's decision is final and cannot be appealed. However, use of the complaint process does not preclude an eligible party from requesting a due process hearing.