

## North Carolina Infant-Toddler Program Filing a State Complaint

Complainant: \_\_\_\_\_ If the complaint is child specific,  
are you the parent of the child?  yes  no

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

This form contains all of the required content for filing a state complaint. The complaint must allege a violation that occurred no more than one year prior to the date of the complaint.

A statement that the NC ITP, the CDSA, or an early intervention service provider has violated a requirement of Part C of IDEA:

The facts on which the statement is based (attach an additional page if necessary):

If the complaint is **not** about a specific child, please stop and sign below. If alleging violations with respect to a specific child:

Child's Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Child's Address: \_\_\_\_\_

Name of the Early Intervention Provider serving the child (if applicable): \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Describe the nature of the problem, including facts related to the problem. You may also suggest a potential resolution to the complaint:  
(Attach an additional page if necessary)

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Date

Parents can request a **due process hearing** to resolve any complaints with respect to their infant or toddler regarding any matter related to the identification, evaluation, placement of their child, or the provision of early intervention services to their infant or toddler with a disability and that infant's or toddler's family.

Parents can also request a voluntary **mediation** conference. The mediation conference is an informal, impartial and non-adversarial dispute resolution process. While mediation is encouraged, it is not required. Mediation can be requested at any time, before filing a request for due process or during the complaint process. A mediation request will not delay the timelines for conducting a due process hearing and will not deny the parent's right to a due process hearing.

The **NC ITP Notice of Child and Family Rights** contains a full description of the State Complaint Procedures.

Send To:  
Early Intervention Branch Head  
Division of Public Health  
1916 Mail Service Center  
Raleigh, NC 27699-1916

### For Office Use Only

Date received by CDSA \_\_\_\_\_  N/A

Date received by Early Intervention Branch State Office \_\_\_\_\_

ID #:

## *North Carolina Infant-Toddler Program Filing a State Complaint*

**Purpose:** The purpose of this form is to assist in filing a complaint. Submission of this form, or a letter from a parent with required content, constitutes filing a complaint.

**Instructions:** If the complaint is not child specific, completion of section one is sufficient along with the Complainant's signature.  
For a child specific complaint, the following information is to be entered on the form:

- a. The name and address of the child;
- b. The name and address of the parent;
- c. The name and address of the agency or service provider against whom the complaint is made;
- d. A statement of facts describing the nature of the complaint, and
- e. The signature of the parent making the complaint, with the date of signing.

Parents may submit this form, or a letter with the required content listed above, directly to the Early Intervention Branch. If the form is received by a CDSA, the Early Intervention Branch Central office must be notified and the form forwarded to the Branch office immediately. Retain a copy and file in the child's Infant-Toddler Program record. Forms may be mailed to the address listed below.

Early Intervention Branch Head  
Division of Public Health  
1916 Mail Service Center  
Raleigh, NC 27699-1916

The Early Intervention Branch office will involve the relevant CDSA in all complaints initiated to the Branch office. If received at the Early Intervention Branch State Office, and the CDSA has not received a copy, the Early Intervention Branch State Office will send a copy to the CDSA

**Disposition:** Infant-Toddler Program records, including financial and automated information, must be maintained based upon the Infant-Toddler Program's record retention policy. Records must be archived in accordance with state requirements to ensure their preservation for the required length of time.