

# INFORMAL COMPLAINTS EARLY RESOLUTION

The simplest, swiftest, least adversarial, and most direct exceptionality dispute resolution option. This is where parents and school districts work collaboratively and cooperatively to achieve a common goal—to meet the educational needs of students with exceptionalities.

## FILING A COMPLAINT

Parents should send their written Informal Complaints directly to their school district or charter school.

Parents have 2 years to file from date of alleged violation. If you do not know who to send it to send it to LDOE at: [disputeresolution.doe@la.gov](mailto:disputeresolution.doe@la.gov).

Within 15 days after filing an Informal Complaint, the parents and the school district shall either sign a written resolution agreement or an agreement to extend the resolution period.

If the participants do not sign a resolution or extension agreement, the school district's ERP Representative must provide the parents with information about the LDOE's Exceptionality Dispute Resolution options, acknowledged by written receipt.