Parent Complaints Concerning Early Intervention/Early Childhood Special Education Services Provided to Children Enrolled at Southern Oregon Head Start

GENERAL PLAN/APPROACH:

Parents of children on an Individualized Family Service Plan (IFSP) have the right to file a grievance against the agency of where their child receives Early Intervention/Early Childhood Special Education (EI/ECSE) services. Each parent is given by the EI/ECSE agency the most current copy of the Procedural Safeguards at every IFSP team meeting. The Procedural Safeguards explain in depth IFSP parental rights.

PROCEDURES:

Grievance Direction

Concerns by parent regarding the child’s IFSP services at Southern Oregon Head Start (SOHS) should be directed to the Disabilities and Mental Health Manager.

If SOHS receives a written complaint concerning Early Intervention or Early Childhood Special Education programs and/or services, the Disabilities and Mental Health Manager will refer parents to the Parent Rights Booklet for information. SOHS will also assist the parent to contact the IFSP Case Manager and the EI/ECSE Supervisor with their concerns. SOHS will forward the original complaint to the EI/ECSE Supervisor.