



State of Hawai'i
Department of Health
Early Intervention Section
1010 Richards Street, #811
Honolulu, HI 96813

STATE COMPLAINT

A State Complaint is a written complaint to the Early Intervention Section (EIS) to investigate if the Individuals with Disabilities Act (IDEA) has been followed and requests a resolution of the problem. Any person or organization may file a state complaint. If the complaint concerns a child, the complaint must be sent to the EIS and the provider serving the child/children.

Please check off area(s) of concern (IDEA requirement not followed) and provide facts that relate to the area(s) of concern in the space below (attach additional pages if necessary):

- Eligibility Placement Evaluation Provision of early intervention services for your child
 Other: _____

Name of Person Filing the Complaint: _____

If the State Complaint concerns a specific child, it must include the following:

Child's Name: _____ Date of Birth: _____

Relationship to Child: Parent Legal Guardian Resource Caregiver Surrogate Parent

Other (specify): _____

Phone: _____ E-Mail: _____

Address: _____

Early Intervention Program: _____

Provider(s): _____

Proposed Resolution (please describe things that you believe will resolve the concern(s) based on the information available to you (attach additional pages if necessary):

I attest by my signature below that the above information is accurate and complete to the best of my knowledge.

Signature: _____ Date: _____

STATE COMPLAINT PROCEDURES

A state written complaint is one of the grievance procedures to consider if parents or any other persons or organizations want the state to investigate if the Individuals with Disabilities Education Act (IDEA) was followed and request a resolution of the problem. State complaints shall be filed with the Department of Health's Early Intervention Section (EIS), which operates as the Lead Agency for ensuring early intervention services are implemented according to the IDEA Part C.

Upon receiving a written complaint, via the attached form, EIS shall complete the steps below, and provide a written decision within no later than 60 calendar days after the state complaint is filed received, unless the time is extended:

1. Carry out an independent on-site investigation which may include an on-site visit, review relevant records, and interviews; if EIS determines that an investigation is necessary;
2. Give the complainant the opportunity to submit additional information, either orally or in writing, about the allegations in the complaint;
3. Review all relevant information and make an independent determination as to whether the Early Intervention Program is not following the requirements of IDEA Part C; and
4. Issue a written decision to the complainant that addresses each allegation identified concern in the complaint and contains--
 - a. Findings of fact and conclusions; and
 - b. The reasons for EIS' final decision.

Note: EIS does not have authority to consider, as a formal complaint, differences of opinion or judgment that do not allege a violation of IDEA Part C law or regulation.

Complete and submit the attached form to:

Early Intervention Section
Attn: EIS Supervisor
1010 Richards Street, Suite 811
Honolulu, Hawaii 96813