

281—120.432 (34CFR303) Adoption of state complaint procedures.

120.432(1) General. The department must adopt written procedures for:

a. Resolving any complaint, including a complaint filed by an organization or individual from another state, that meets the requirements in rule 281—120.434(34CFR303) by providing for the filing of a complaint with the department; and

b. Widely disseminating to parents and other interested individuals, including parent training and information centers, protection and advocacy agencies, and other appropriate entities, the procedures under rules 281—120.432(34CFR303) through 281—120.434(34CFR303).

120.432(2) Remedies for denial of appropriate services. In resolving a complaint in which the department has found a failure to provide appropriate services, the department, pursuant to its general supervisory authority under Part C of the Act, must address:

a. The failure to provide appropriate services, including corrective actions appropriate to address the needs of the infant or toddler with a disability who is the subject of the complaint and the infant's or toddler's family (such as compensatory services or monetary reimbursement); and

b. Appropriate future provision of services for all infants and toddlers with disabilities and their families.

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