



Office of Civil Rights Complaint Packet for Parents

A) Student and Case Basics

- Student full name, DOB, grade
 - Parent full name, phone, email, address
 - School name(s) and district name
 - Disability or suspected disability (your words are fine)
 - Last day of attendance, if withdrawn or moved
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B) Key Education Documents

- Most recent IEP (and amendments)
 - Any prior IEPs relevant to the complaint timeframe
 - Any 504 plan (if one exists)
 - Prior Written Notices (PWNs) connected to disputes
 - Evaluation reports (speech, OT, PT, behavior, vision, psych, etc.)
 - Progress reports, data summaries, and goal updates
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C) Communications (These are the strongest receipts)

- Your written requests (emails, portal messages, texts)
- School responses (especially delays, denials, dismissive responses)
- Meeting notices and scheduling communications
- Any email showing reports were provided late or missing

Search terms to help you find them:

observe, observation, policy, denied, refused, PWN, prior written notice, 504, ADA, accommodation, reevaluation, evaluation, elope, restraint, safety, discrimination, retaliation

D) Incident and Safety Documentation

- Daily communication logs
 - Incident reports (behavior, injury, elopement, restraint, seclusion)
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- Safety plans, behavior plans (BIP), functional assessments (FBA)
- Staffing and supervision documentation (if provided)

E) Accommodation Requests and Access Barriers

- Requests for accommodations and supports
- Evidence they were not provided or inconsistently provided
- Photos or notes showing barriers (if relevant)
- Assistive technology or AAC documentation (if applicable)

F) Observations and Participation Barriers

- Requests to observe and responses from school
- Visitor sign in confirmation and observation notes
- Any restrictions, confidentiality forms, or NDAs required
- Any evidence the environment was altered during observation

G) Outside Providers and Consent

- Release of Information forms (ROI) you signed
- Proof the school contacted outside providers
- Notes from private providers that confirm concerns
- Copies of relevant medical or therapy documentation (optional)

H) Your Written Statement (Short and Simple)

- 5 to 10 sentences describing what happened
- Dates (approximate is ok)
- Names of staff involved (if known)
- What you requested
- What the school did or did not do
- How it impacted your child and access to education



I) What You Want OCR To Require (Pick 3 to 5)

- Staff training on disability discrimination and Section 504
- Corrective action plan for accommodations
- Safety plan and supervision plan
- Documentation correction or recordkeeping changes
- Review of evaluation practices
- Written plan for communication and incident reporting
- Policy or procedure change so this does not happen again