



# Early Intervention Complaint Request Form

At any time during your participation in the Birth to Three System (B23), you have the right to file an administrative (written) complaint, request mediation, and/or request a due process hearing to resolve any disagreement.

The review, investigation, or processing of an administrative complaint or due process hearing will not prevent you from continuing to receive appropriate early intervention services agreed to in the setting identified in the most recent Individualized Family Service Plan (IFSP) that you have signed. However, if the complaint involves the application or initial services, your child will receive those services that are not in dispute.

More information on dispute resolution can be found on [birth23.org](http://birth23.org). Parents, providers, and state personnel are always encouraged to try to resolve differences at the program level. Your service coordinator is available to answer your questions, discuss your concerns with other IFSP team members, and, if needed or you request, bring your IFSP team together to discuss possible changes to your family's IFSP. B23 is willing to send an impartial person to facilitate an IFSP meeting if both parties agree that would be helpful. Remember at any time you can file an administrative complaint, request mediation, and/or request a due process hearing.

For information, questions, or help to complete this form, contact the Birth to Three Family Liaison at 1-860-500-4420 or email [OEC.B23family@ct.gov](mailto:OEC.B23family@ct.gov).

Contact Information	
Your Name:	Date:
Address:	
Phone:	Email:
Please list any accommodations, including translation and interpreting you may need:	

Complaint is against:	
<input type="checkbox"/> Birth to Three System	
<input type="checkbox"/> Birth to Three Program	Program Name:
<input type="checkbox"/> Other	Describe:

*If compliant involves a child please include:	
Child's Name:	Date of Birth:
Address:	
Relationship to Child: <input type="checkbox"/> Parent <input type="checkbox"/> Family Member <input type="checkbox"/> Other _____	

Dispute Topic:	
Please select any relevant topics related to the disagreement:	
<input type="checkbox"/> Evaluation	<input type="checkbox"/> Eligibility
<input type="checkbox"/> IFSP	<input type="checkbox"/> Confidentiality
<input type="checkbox"/> Services	<input type="checkbox"/> Access to Records
<input type="checkbox"/> Other (Explain):	



**B. Facts upon which the dispute is based:**

Please provide a written description of the facts supporting your statement of the problem and identify any information (i.e., IFSPs, written correspondence, evaluations/assessments) that may be helpful. Be as specific as possible. For example, "My child's IFSP states he will have 12 hours of services per month, but he has never had more than 6 hours."

**C. Proposed Resolution:**

Describe what you would like to happen to resolve this issue for you.

If a written complaint is requested and it is against an entity other than the state Birth to Three System then you must also send a copy to them.

**Name** (A typed name is considered your electronic signature):

Signature:

Date:

Please send the signed and completed complaint form, along with any supporting documents, by one of the following methods to the Office of Early Childhood-Birth to Three:

Mail:	Fax:	Email:
450 Columbus Blvd Hartford, CT 06103-1835	860-326-0559	<a href="mailto:OEC.B23family@ct.gov">OEC.B23family@ct.gov</a>

The Office of Early Childhood will respond within 7 business days once the form is received. If you do not receive a response, please call 1-860-500-4420.

*All individuals have the right to be treated fairly without regard to race, color, religion, sex or sexual orientation, marital status, national origin, ancestry, age, political belief, or disability. Parents have the right to information in their native language unless it is not feasible to do so. Inquiries regarding nondiscrimination policies should be directed to: Connecticut Department of Administrative Services; c/o Equal Employment Opportunity Leadership Associate for Connecticut Office of Early Childhood; 450 Columbus Boulevard, Suite 1501; Hartford, CT 06103.*