



Written State Complaints Exit Survey

You are receiving this questionnaire because you were recently involved with the Illinois State Board of Education (ISBE) special education complaint investigation process. We are interested in obtaining feedback from you about your experience with the accessibility of this process. While this questionnaire is not required, your response is greatly appreciated. Your responses are confidential and will only be used to improve our complaint system. Please answer the following questions and return the survey as promptly as possible.

1. Please specify your race:
  - a. White
  - b. Black or African American
  - c. Hispanic or Latino
  - d. Asian
  - e. American Indian or Alaska Native
  - f. Native Hawaiian or Other Pacific Islander
  - g. Two or More Races
2. Please specify your primary language/mode of communication (e.g., English, Spanish, American Sign Language (ASL), etc.):

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3. How did you become aware of the written state complaint process?
  - a. My local school district
  - b. ISBE
  - c. Family Resource Center on Disabilities or Family Matters
  - d. Special education advocate/advocacy group
  - e. Attorney
  - f. Notice of Procedural Safeguards for Parents/Guardians of Students with Disabilities
  - g. Website: \_\_\_\_\_ (Name of Website)
  - h. Other: \_\_\_\_\_ (Please specify)

Please rate the following items regarding the accessibility of the written state complaint investigation process in which you have recently participated. Circle your response to show: 0=no opinion or not applicable; 1=strongly disagree; 2=disagree; 3=agree, 4=strongly agree.

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|----|--|---|---|---|---|---|
| 4. | I understood the written state complaint process prior to filing a complaint.          | 0 | 1 | 2 | 3 | 4 |
| 5. | The process to request a written state complaint investigation was easy to understand. | 0 | 1 | 2 | 3 | 4 |
| 6. | The written state complaint form was easy to complete.                                 | 0 | 1 | 2 | 3 | 4 |
| 7. | The written state complaint form was available in my primary language.                 | 0 | 1 | 2 | 3 | 4 |
| 8. | The complaint investigator explained the complaint investigation process.              | 0 | 1 | 2 | 3 | 4 |

9.	The written materials (i.e., letters from ISBE) were provided in my primary language/mode of communication.	0	1	2	3	4
10.	The written materials (i.e., letters from ISBE) provided throughout the investigation process were easy to understand.	0	1	2	3	4
12.	After participating in the process, I have a better understanding of written state complaints.	0	1	2	3	4

Please answer the following questions regarding the accessibility of the written state complaint investigation process in which you have recently participated.

13.	Did you require translation services for verbal or written communication? (If no, please skip to number 14.)	No	Yes
	a. Did you request, or did ISBE offer, translation services for verbal or written communication?	No	Yes
	b. Did you receive translation services for verbal or written communication?	No	Yes
	c. Do you feel the translation services you received were adequate?	No	Yes
14.	Did you require assistance from ISBE in filing the complaint due to a language barrier? (If no, please skip to number 15.)	No	Yes
	a. Did you request assistance from ISBE in filing the complaint?	No	Yes
	b. Did you receive assistance from ISBE in filing the complaint?	No	Yes
	c. Do you feel the assistance you received from ISBE was adequate?	No	Yes
15.	Did you require assistance from ISBE in filing the complaint due to a disability? (If no, please skip to number 16.)	No	Yes
	a. Did you request assistance from ISBE in filing the complaint?	No	Yes
	b. Did you receive assistance from ISBE in filing the complaint?	No	Yes
	c. Do you feel the assistance you received from ISBE was adequate?	No	Yes

16. Please provide any comments or suggestions you have regarding how ISBE can make the written state complaint investigation process more accessible.

Comments:

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