

Interviews with Exemplar States

Patricia Williams – Clip #4 Transcript

Patricia: Well, one thing we've done is we've added resources, so we've added an additional Complaint Investigator, which has helped us meet the timelines. The other thing that we have done is we have a tracking calendar and so all the decision deadlines are on the calendar and the Complaint Coordinator monitors the calendar and makes sure people know if somebody's going to be out of the office, for example, that they need to get their draft decision done a little earlier. The other thing to know about our system is we have a very extensive review system, so when there is a draft decision, it gets reviewed by the Complaint Coordinator, by the Director of Special Education, by the Assistant Superintendent and by our Chief of Legal Counsel. Every single person involved in that review process puts reviewing those decisions first, so if there is a complaint decision due, they will do that as soon as they possibly can and I think that helps meet the deadlines as well.