**Written State Complaint Exit Surveys**

Obtaining feedback from complainants and respondents in the written state complaint process helps ensure that services are continually improved and refined. Administrating exit surveys is one way to obtain feedback in a timely manner. The following survey items, developed in partnership with members of CADRE’s Intensive TA Written State Complaint Workgroups and Senior Consultant, Dr. Tim Hedeen, may be incorporated into a state’s written state complaint exit survey.

**Survey Items for Complainant:**

Filtering (Multiple Choice) Questions:

1. How did you learn of the state complaint process?
	1. School or district materials or resources
	2. State education agency materials or resources
	3. Parent Centers
	4. Special education advocate or advocacy organization
	5. Other: \_\_\_\_\_\_\_\_
2. Which of the following best describes your role?
	1. Parent or Family Member
	2. Advocate
	3. Attorney
	4. School or District staff member
	5. Other: \_\_\_\_\_\_\_\_
3. How did you file the written State complaint?
4. Online via the website
5. By mail
6. In person
7. Other (e.g., fax, email)

***Questions 4 - 16 answer with a four-point scale:***

 ***1 2 3 4***

 ***Strongly Disagree Disagree Agree Strongly Agree***

These questions relate to filing the complaint:

1. Information on how to file the complaint was easy to find.
2. The complaint form was easy to understand.
3. It was clear how to file the complaint.

These questions relate to the complaint investigation:

1. The complaint investigator explained (or offered to explain) the complaint process.
2. The complaint investigator explained (or offered to explain) other dispute resolution options (such as: facilitation, mediation, due process complaints, or other alternatives).
3. The complaint investigator treated me with respect.
4. The complaint investigator allowed me to submit all relevant information.
5. The timeline for submitting additional information was reasonable.
6. The complaint investigation addressed all issues raised in the complaint.
7. The complaint investigation was conducted fairly.

These questions relate to the complaint outcome:

1. The written decision was clear.
2. The written decision addressed the IDEA issues raised in the complaint.
3. The written decision was fair.

***Open Ended Questions (17-18)***

1. If you experienced any barriers or challenges in the complaint process, please describe:
2. How could the complaint process be improved?

**Survey Items for Respondent**

Filtering (Multiple Choice) Questions:

1. Which of the following best describes your role?
	1. School or District staff member
	2. Attorney for School District
	3. Other: \_\_\_\_\_\_\_\_
2. What was the outcome of this complaint?
	1. Complaint report issued.
	2. Complainant withdrew complaint.

***Questions 3 - 11 answered with a four-point scale:***

 ***1 2 3 4***

 ***Strongly Disagree Disagree Agree Strongly Agree***

These questions relate to the complaint investigation:

1. The complaint investigator allowed me to submit all relevant information.
2. The timeline for submitting information was reasonable.
3. The complaint investigator treated me with respect.
4. The complaint investigation was conducted fairly.
5. The complaint investigation addressed all issues raised in the complaint.

These questions relate to the complaint outcome:

1. The written decision was clear.
2. The written decision addressed the IDEA issues raised in the complaint.
3. The written decision was fair.

If the decision included findings of non-compliance:

1. The corrective actions issues are appropriate.

***Open Ended Questions (12 – 13)***

1. If the written decision contradicts any previous instruction or information received, please be specific:
2. How could the complaint process be improved?