



**Guide to Family Rights
and
Procedural Safeguards**

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Introduction

Every family participating in the First Steps Early Intervention Program has certain rights, protected by a set of rules called Procedural Safeguards. You are encouraged to know and understand these safeguards to help you advocate for your child and family.

The Bureau of Child Development Services (BCDS) within the Division of Disability, Aging and Rehabilitative Services (DDARS) in the Family and Social Services Administration (FSSA) must make sure that these safeguards are available to every family participating in the First Steps Early Intervention Program.

Two documents have been written to explain the Procedural Safeguards and your rights:

- *Guide to Family Rights and Procedural Safeguards*
- *First Steps Families Have Rights*

When you begin the First Steps program, your service coordinator will provide these documents and review them with you. They will go over them again whenever you are making key decisions about your child's services—so you feel informed and supported. You are encouraged to keep both documents and refer to them anytime you have questions or concerns.

Need help?

Your service coordinator is always available to explain your rights and answer questions about the Procedural Safeguards. They are here to help you throughout your First Steps journey. Your service coordinator's name and contact information are listed below.

Name of Service Coordinator:

Phone:

Email:

Overview of Parent Rights

Within the Indiana First Steps program, you, as a **parent**, have the following rights:

1. The right to give consent, say yes or no, to evaluations, assessments, and services for your child.
2. The right to timely written notice before early intervention providers propose or refuse to start or change your child's identification, evaluation, placement, or delivery of services.
3. The right to receive information in a way that is easy to understand. If English isn't your home language, you have the right to get information in your native language.
4. The right to keep your family's **personally identifiable information** private.
5. The right to have evaluation, assessment, IFSP development and review, service coordination, and procedural safeguards at no cost to you.
6. The right to a full evaluation and assessment by a **multidisciplinary** team to learn about your child's strengths, needs and eligibility for early intervention services.
7. The right to an Individualized Family Service Plan (IFSP), if your child qualifies, within 45 days of the referral.
8. The right to start services within 30 days after you give written consent on the IFSP.
9. The right to be invited to, attend, and take part in all meetings where decisions are made about your child's identification, evaluation, services, or placement.
10. The right to receive services in your family's **natural environment**—like your home or child care—when it helps meet your child's developmental needs.
11. The right to see, check, and ask for changes to your child's records.
12. The right to dispute resolution options, including a written complaint, mediation, or a due process hearing, when you disagree or believe there is a violation of federal law.

In addition to the rights listed above, you have the right to be notified of the specific Individual with Disabilities Act (IDEA), Part C Procedural Safeguards described in this guide.

Definitions

Parent means a child's biological parent, adoptive parent, legal guardian, foster parent or individual acting in the place of a biological or adoptive parent with whom the child lives.

Multidisciplinary means the involvement of two or more different disciplines or professions.

Natural environment means the setting where children with disabilities can learn and develop in ways that are like children without disabilities, which may include home, community or other typical early childhood settings.

Personally identifiable information includes the following:

- The name of your child, your name, or the name of other family members
- The address of your child or family
- Person identifiers such as your child's or your social security number
- Other indirect identifiers such as your child's date of birth, place of birth, and mother's maiden name
- Other information that along or in combination with other information would allow others to identify your child with reasonable certainty
- Information requested by a person who First Steps reasonably believes know the identity of your child

Parent Consent

Your permission is required for all major activities conducted with you, for you, and on behalf of your child and family. This permission is called "consent" and it means:

- You have received all the necessary information, in your **native language**, about your child's early intervention services before giving consent.
- You understand and agree in writing to the proposed activity for which your consent is required.
- You understand that giving consent is voluntary on your part, and you may take back your consent at any time. Without losing other early intervention services, you may also decide that you do not want a specific service after first accepting it.

Indiana First Steps must have your written consent before any of the following activities may occur:

- Conducting child evaluations and assessments
- Conducting family assessments
- Starting or changing services on your Individualized Family Service Plan (IFSP)
- Sharing information about your child or family outside of the First Steps system, unless the law allows it without consent
- Using your public or private insurance to pay for First Steps Services

If you choose not to give consent, or decide to take your consent back, your service coordinator or other qualified staff will do their best to make sure you:

- Know what the First Steps evaluation, assessment, or services are and how they may help your child.
- Understand that your child will not be able to receive an evaluation, assessment, or First Steps services unless you give written consent.

Definition

Native language means the language used by individuals and families.

- When used with reference to individuals of limited English proficiency, native language means the language that you usually use.
- When used regarding individuals who are deaf, hard of hearing, blind, visually impaired, or for individuals with no written language, native language means the mode of communication that you usually use, such as sign language, braille, or oral communication.
- When conducting evaluations and assessments of your child, native language means the language normally used by your child if that is developmentally appropriate.

Prior Written Notice

Prior written notice must be given to you at least 10 calendar days before an early intervention service provider proposes or refuses to start or change the identification, evaluation, or placement of your child, or the delivery of appropriate early intervention services to your child and your family. Prior written notice is given so you know and understand what actions are planned. You will be presented with the option to proceed sooner than 10 calendar days should you choose. This will help you make the best decision for your child.

The notice must be detailed and inform you about:

- The action that is being suggested or declined by the early intervention service coordinator or early intervention service provider.
- The reasons for taking the action.
- All your rights under IDEA, Part C called Procedural Safeguards.
- Information about how to ask for help if you disagree – including how to file a complaint, ask for mediation, or request a due process hearing, and how long each step may take.

The notice must be written in language understandable to the general public and provided in your native language, unless clearly not feasible to do so.

If your main way of communicating is not written English—like if you use another language, sign language, or need information read aloud—the early intervention team will:

- Make sure the notice is shared with you in your native language or communication style.
- Help you understand what the notice says.
- Keep written proof that these steps were taken.

Confidentiality of Information

The steps in this section apply to the personally identifiable information about your child and your family that:

- Is kept in early intervention records and collected, used, or maintained by the First Steps program or any **participating agency**.
- Starts from the day your child is referred for early intervention services until the information is no longer required to be kept by the program.

Notice about Confidentiality

When your child is referred to the Indiana First Steps program, the team must clearly explain yours and your child's privacy rights in a way that's easy to understand. The explanation of safeguards will include:

- Which child(ren) First Steps keeps records on, what kinds of personal information the program collects, how the information is gathered (including who it's gathered from), and how the information will be used.
- A summary of the policies and procedures that participating agencies must follow regarding storage, disclosure to third parties, and **destruction** of personally identifiable information.
- A description of all the program rights of parents and children about your information, including the rights under the [Family Educational Rights and Privacy Act \(FERPA\)](#) and its related federal regulations in [34 CFR Part 99](#).
- A description of how the notice will be shared in the native languages spoken by people groups across the state.

Participating agency means any individual, agency, entity, or institution that collects, maintains, or uses personally identifiable information to implement the requirements in Part C. This term includes the state lead agency, the System Point of Entry (including Service Coordinators and evaluation and assessment teams), and each early intervention provider. The term does not include primary referral sources or public or private agencies that fund early intervention services.

Destruction means the physical destruction or removal of personal identifies from information to ensure that it is no longer personally identifiable.

Confidentiality Safeguards

The following safeguards are in place to make sure your records remain private.

- Each participating agency/provider protects the confidentiality of personally identifiable information at collection, maintenance, use, storage, disclosure, and destruction stages.
- At least one official at each agency is responsible for ensuring the confidentiality of any personally identifiable information.
- All people collecting or using personally identifiable information receive training or instruction regarding the Indiana First Steps policies, procedures, and practices as they apply under IDEA, Part C and FERPA.
- Each participating agency has a current listing of the names and positions of employees who have access to personally identifiable information. This list is available to the public.

Participating agencies/providers must inform parents when collected, maintained, or used personally identifiable information is no longer needed. After a parent is told that their information is no longer needed, the parent can ask to destroy their information, and it must be destroyed. However, a permanent record of a child's name, date of birth, parent contact information (including address and phone number), names of service coordinator(s) and early intervention provider(s), and exit data (including year and age, and any programs entered upon exiting) may be kept without time limit.

Examination of Records

Like the confidentiality safeguards, you can check and review all early intervention records that are collected, maintained, or used by the program about your child and family. Records may be related to evaluations, assessments, eligibility, determination, development, and implementation of IFSPs, delivery of early intervention services, and individual complaints about your child's services. This includes any part of your child's early intervention records.

Access Rights

If you ask to check your child's record, the participating agency must comply with your request as soon as possible and in no case more than 10 calendar days after you make the request. The participating agency will complete the request before any meeting about the IFSP or any hearing related to identification, evaluation, placement, or delivery of appropriate early intervention services.

The right to check and review early intervention records includes:

- The right to a response from your service coordinator to reasonable request for explanations and interpretations of the early intervention records.
- The right to ask the participating agency for copies of early intervention records to understand, check, or review the early intervention records.
- The right to have someone who represents you check and review the early intervention records.

The participating agency may assume that you have the right to check and review your child's early intervention records unless the agency has been notified in writing that you do not have the authority under state law or court order.

Record of Access

Each participating agency must keep a record of any individual who gains access to the early intervention record, except when accessed by parents and authorized employees of the participating agency. The record will include the name of the individual, the date access was given, and the purpose for which the individual was authorized to use the early intervention record.

If any early intervention record includes information on more than one child, you have the right to check and review only the information about your child, or to be informed of that specific information about your child.

The participating agency can provide you with a list of the types and locations of early intervention records collected, maintained, or used by the agency.

Fees for Records

Participating agencies may charge a fee for copies of early intervention records if the fee does not prevent you from exercising your right to check and review the early intervention records. The participating agency must provide, at no cost to you, a copy of each evaluation, assessment of the child, family assessment and IFSP as soon as possible after each IFSP meeting. Participating agencies may not charge a fee to search for or to collect information.

Amendment of Records

If you believe that information in early intervention records collected, maintained, or handled by First Steps is inaccurate, misleading, or violates the privacy or other rights of you or your child, you may ask the participating agency that holds the records to change the information.

The participating agency must determine whether to change the information that you requested, within a reasonable period of time after receiving the request.

If the participating agency refuses to change the information you requested, the participating agency must inform you of the refusal and advise you of your right to request a hearing.

First Steps will provide an opportunity for a hearing to challenge the information in your child's early intervention records. They will make sure that the information in the records is not inaccurate, misleading, or in violation of the privacy or the rights of your child.

A hearing held regarding these matters must be conducted according to the procedures under the Family Education Rights & Privacy Act (FERPA) regulations found at [34 CFR 99.22](#).

If the hearing determines that the information is inaccurate, misleading, or in violation of the privacy or the rights of your child, First Steps will change the information and inform you in writing.

If the hearing determines that the information is not inaccurate, misleading, or in violation of the privacy or the rights of your child, you have the right to place statement in your child's early intervention records about why you disagree with information provided by the participating agency/provider.

Any notes or explanations added to your child's early intervention records in this section will be kept by the agency as part of your child's official file. If there's a part of the record you don't agree with, both your explanation and the part you're contesting will stay in the file for as long as the agency keeps that record. If the early intervention records of your child or the contested portion are disclosed by the participating agency to any party, the explanation must also be disclosed to that party.

Dispute Resolution Options

Early intervention service providers and parents work together to make decisions about the services for your child and family. There may be times when parents and early intervention service providers disagree. If you have a disagreement with an early intervention service provider about the identification, evaluation, placement of your child, delivery of early intervention services, or any matter under Part C of the IDEA, you have the right to ask for a timely resolution of your concerns. This can happen both informally or formally through a written state complaint, mediation, or a due process hearing.

Below are brief descriptions of the dispute resolution options available to you. At the end of this guide are model forms for requesting either a written state complaint (Appendix 1), mediation (Appendix 2), or a due process hearing (Appendix 3). You are not required to use these forms; however, they are designed to include the information needed to initiate dispute resolution processes.

Informal Dispute Resolution

Informal dispute resolution provides an opportunity to resolve a disagreement directly between you and your early intervention service providers. You are not required to use informal dispute resolution before requesting a formal dispute resolution option.

Indiana First Steps recognizes that resolving complaints informally allows those who know a child best, including parents and early intervention service providers, to work together and create a solution that works for everyone. If you have concerns about your child's early intervention services, please share them with the service coordinator or an IFSP team member as soon as possible. Informal discussions and meetings, including the IFSP meeting, are options for everyone to express their points of view and discuss solutions.

While informal dispute resolution may help you resolve a disagreement quickly, you are not required to attempt informal dispute resolution before filing a written state complaint, requesting mediation, or requesting a due process hearing. No one can use informal dispute resolution to prevent or deny your right to formal dispute resolution.

Written State Complaints

A written state complaint is a claim that early intervention service providers, public agency, or the lead agency has violated federal or state early intervention laws or failed to comply with an order issued through a due process hearing. When complaints are filed, the lead agency assigns an investigator to determine if a violation of the federal law has happened. Corrective action will be issued for any determined violation.

Filing a Complaint

Individuals or organizations, including those from another state, may file a written, signed complaint against the early intervention provider, public agency, or lead agency, claiming a violation of a requirement of the IDEA, Part C.

A complaint must include:

- A statement that the lead agency, early intervention service provider, or public agency has allegedly violated a requirement of Part C.

- The facts on which the statement is based.
- The signature and contact information for the person filing the complaint.
- If alleging violations affect a specific child:
 - The child's name and address where the child resides.
 - The name of the child's early intervention services contact or early intervention service provider.
 - A description of the problem including facts relating to the problem (i.e. What happened? Where and when did it happen? Who was involved?).
 - A proposed resolution of the problem to the extent known and available at the time the complaint is filed.

The individual or organization filing the complaint must forward a copy of the complaint to the public agency or early intervention service provider serving the child at the same time the complaint is filed and with the state lead agency per 34 CFR § 303.434(d). The state lead agency will provide a copy of the complaint to the public agency or early intervention service provider if the complainant does not do so.

State complaints must be filed and received by the state lead agency within one (1) year of the alleged violation, unless:

- A longer period is reasonable because the violation is continuing; or
- The individual or organization is requesting compensatory services, reimbursement, or corrective action for an alleged violation that occurred no longer than three years prior to the date the lead agency received the complaint (IAC 470-3.1-4).

Complaint Investigation

Once the state lead agency has received the complaint, it has 60 calendar days to:

- Carry out an independent, on-site investigation, if the state lead agency determines that an on-site investigation is necessary.
- Give the individual or organization filing the complaint an opportunity to submit additional information, either orally or in writing, about the allegations in the complaint.
- Provide the agencies/providers with an opportunity to respond to the complaint, including a suggestion to resolve the complaint, and an opportunity for all parties to engage in mediation.
- Review all relevant information and make an independent determination as to whether or not a violation of a Part C requirement has happened.
- Give a written decision to the person who filed the complaint and any person or organization mentioned in the complaint. This decision will explain the findings of facts and conclusions as well as the reasons for the lead agency's final decision.

If the final decision indicates that appropriate services were not/are not being provided, the state lead agency must:

- Address the failure to provide appropriate services, including corrective actions, which are measures that will address the needs of your child and your family (such as compensatory services or monetary reimbursement); and
- Ensure appropriate future delivery of services for all infants and toddlers with disabilities and their families.

The state lead agency must include clear procedures for carrying out the decision. It may include offering guidance through technical assistance, negotiations, and corrective actions to achieve compliance with the IDEA, Part C.

If a written complaint is received that is also a part of a due process hearing or contains multiple issues where one or more are part of that hearing, the state lead agency must set aside any part of the complaint that is being addressed in the due process hearing until the conclusion of the hearing. However, any issue in the complaint that is not a part of the due process action must be resolved within the 60 calendar day timeline.

Complaints that have already been decided in a due process hearing and involve the same parties cannot be considered under this procedure. The state lead agency must let you know that the hearing decision is final and must be followed.

A complaint alleging a participating agency's failure to implement a due process decision must be resolved by the state lead agency and may be the subject of a written state complaint.

Mediation

Mediation is an opportunity for you to work out a disagreement with a qualified, neutral third party. Mediation may address any matter under Part C of the IDEA, including those arising prior to the filing of a due process complaint, and may be requested at any time. It is voluntary and all parties must freely agree to participate.

Once the state lead agency receives a request for mediation, it will be scheduled in a timely manner and held in a location that is convenient to everyone. Mediation may not be used to deny or delay your rights to an impartial due process hearing or deny any of your other rights under IDEA, Part C.

A qualified and impartial **mediator**, who is trained in effective mediation techniques, will meet with both parties to help find a solution that everyone can agree upon.

The state lead agency maintains a list of qualified, impartial mediators who are knowledgeable about the laws and regulations about the delivery of early intervention services for infants and toddlers with disabilities and their families. Mediators are selected on a rotational basis.

If everyone is able to resolve the dispute, a legally binding agreement must be completed. This agreement will outline the solution and confirm that all discussions during mediation are confidential and cannot be used as evidence in any future due process hearings or civil proceedings. The agreement must be signed by you and a representative of the state lead agency who has the authority to bind the agency. The written, signed mediation agreement is enforceable in any state court of competent jurisdiction or in a district court of the United States.

The state lead agency is responsible for the cost of mediation.

Due Process Hearings

A due process hearing is a formal procedure conducted by an impartial hearing officer and is an option for families seeking to file an individual complaint on behalf of their child.

A request for a due process hearing must be filed and received by the state lead agency within one (1) year of the alleged violation, unless:

- A longer period is reasonable because the violation is continuing; or
- The individual or organization is requesting compensatory services, reimbursement, or corrective action for an alleged violation that occurred no longer than three years prior to the date the lead agency received the complaint (IAC 470-3.1-4).

The due process hearing must be carried out at a time and place that is reasonably convenient to you. It must be completed, and a written decision mailed to each party within 30 days after the state lead agency receives your request. (Mediation, if attempted, must occur within the same 30 calendar days.)

Hearing officers are appointed to conduct due process hearings and must have knowledge about the delivery of Part C as well as the services available for and the needs of eligible children and their families. A hearing officer will perform the following duties:

- Listen to the presentation of relevant information about the complaint, examine all information relevant to the issues and seek to reach a timely resolution of the complaint.
- Provide a record of the proceedings at the cost of the state, including a written decision.

Under Part C, you have the rights listed below in any due process hearing. The right:

- To be accompanied and advised by counsel (at your expense) and by individuals with special knowledge or training about early intervention services for children eligible under Part C (at your expense).
- To present evidence and confront, cross-examine, and compel the attendance of witnesses (at your expense).
- To prohibit the introduction of any evidence at the hearing that has not been disclosed to you at least five days before the proceeding.
- To obtain a written or electronic verbatim (word-by-word) transcription of the hearing at no cost to you.
- To obtain written findings of fact and decisions at no cost to you.

Mediators & Hearing Officers

Mediators and due process Hearing Officers must be impartial, meaning that the person appointed to serve as the Mediator or Hearing Officer:

- Is not an employee of the state lead agency, early intervention service provider involved in providing early intervention services, other services, or care of the child; and
- Does not have a personal or professional interest that would conflict with his or her objectivity in implementing the process.

A person who otherwise qualifies as a Mediator or Hearing Officer is not an employee of the state lead agency or early intervention service provider solely because the person is paid by the agency or program to implement the mediation or due process hearing provisions.

The hearing officer may grant specific extensions of time beyond the 30 calendar days at the request of either party.

While your due process complaint is being reviewed, your child will keep receiving the services listed in your IFSP—unless you and your provider agree to make a change. If your complaint is about starting services for the first time, your child will still receive any services that aren't being disputed.

Any party not satisfied with a due process hearing decision may bring a civil action in state or federal court.

Surrogate Parents

The rights of children eligible under Part C are protected if:

- No parent can be identified.
- The early intervention service provider, after reasonable efforts, cannot locate a parent.
- The child is a ward of the state of Indiana under the laws of the state.

An individual is assigned to act as a surrogate for the parent according to the following procedures.

These procedures include a way for determining whether a child needs a surrogate. They outline how to make a reasonable effort to assign one within 30 calendar days of identifying the need.

Surrogate parents must meet the following requirements:

- Has no personal or professional interest that conflicts with the interest of the child he or she represents.
- Has knowledge and skills that ensure adequate representation of the child.
- Is not an employee of any state agency or an employee of any person providing early intervention services, education, care, or other services to the child or to any family member of the child. A person who otherwise qualifies to be a surrogate under these procedures is not an employee solely because he or she is paid by an early intervention services provider to serve as a surrogate parent.

The surrogate parent has the same rights as a parent for all purposes under Part C.

Appendix 1 - Mediation Request Optional Form

The Bureau of Child Development Services (BCDS) has designed this form to assist you in requesting a mediation. Use of this form and inclusion of the requested information within are optional to complete. If you choose not to use this form, you may request mediation directly through BCDS (see contact information below).

You may request assistance in completing this form by contacting the service coordinator, System Point of Entry Office, and/or the BCDS Office.

Individual Information		
Name of Individual Requesting Mediation		
Child's Name		
Address		
City	State	ZIP Code
Telephone Number	Email Address	
Name of Involved Parties <i>(Provider, Program Agency, System Point of Entry)</i>		
Name of Individual		
Telephone Number	Email Address	
Name of Agency/System Point of Entry		
Name of Individual		
Telephone Number	Email Address	
Name of Agency/System Point of Entry		
Name of Individual		
Telephone Number	Email Address	
Name of Agency/System Point of Entry		
Dispute Information <i>(Attach separate pages with additional information, if needed.)</i>		
Issues to Mediate <i>Please identify the issues in disagreement.</i>		

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Additional Information

Provide any additional information you would like to share.

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Signature	Date

Please submit your request for mediation to the Bureau of Child Development Services
Bureau of Child Development Services/Indiana First Steps

Attn: Dispute Resolution Staff
402 W. Washington St., W453
Indianapolis, IN 46204
Call: (800) 545-7763
Email: FirstStepsWeb@fssa.in.gov

Appendix 2 - Written State Complaint Request Optional Form

The Bureau of Child Development Services (BCDS) has designed this form to assist you in providing information to file a written state complaint. Use of this form is optional. If you choose not to use this form, you may send all required information (designated with an asterisk) in a written and signed request to BCDS (see contact information below).

You may request assistance in completing this form by contacting the service coordinator, System Point of Entry Office, and/or the BCDS Office.

*Required information to file a written state complaint.

Complainant Information		
Name of Individual or Organization*		
Address*		
City*	State*	ZIP Code*
Telephone Number*	Email Address (Optional)	
Child's Information <i>(This information is only required for complaints alleging violations related to a specific child.)</i>		
Child's Name*		
Child's Address*		
City*	State*	ZIP Code*
Dispute Information <i>(Attach separate pages with additional information, if needed.)</i>		
Name of the Early Intervention Provider(s)/Public Agency/Lead Agency Filed Against* <i>This information is only required for complaints alleging violations related to a specific child.</i>		
Statement of Violation* <i>Describe the violation(s) under IDEA Part C Indiana First Steps Early Intervention System. Please be as specific as possible.</i>		

Facts Supporting Statement of Violation*

Provide facts or information to support your statement of violation or concerns. You may include dates, documentation, or identify events.

Proposed Resolution of the Problem*

To the extent that you might know, describe your proposal or suggestion to resolve the alleged violation(s). Please be as specific as possible.

Additional Informational (Optional)

Provide any additional information you would like to share.

Signature*

Date (Optional)

Please submit your signed written State complaint to the Bureau of Child Development Services. The complainant must provide a copy of the State complaint to the early intervention service provider serving the child or agency the complaint is filed against when submitting this complaint.

Bureau of Child Development Services/Indiana First Steps
Attn: Dispute Resolution Staff
402 W. Washington St., W453
Indianapolis, IN 46204
Email: FirstStepsWeb@fssa.in.gov

Appendix 3 - Due Process Request Optional Form

The Bureau of Child Development Services (BCDS) has designed this form to assist you in requesting a due process hearing to resolve a disagreement regarding a specific child over any matter identified in [34 CFR § 303.421 \(a\)](#). Use of this form and inclusion of the information requested within are optional to complete. If you choose not to use this form, you may submit a written request for a due process hearing directly BCDS (see contact information below).

Parents may request assistance in completing this form by contacting their service coordinator, System Point of Entry Office, and/or the BCDS Office.

Complainant Information		
Name of Individual		
Address		
City	State	ZIP Code
Telephone Number	Email Address	
Child's Information		
Child's Name		
Child's Address		
City	State	ZIP Code
Name of Involved Parties <i>(Provider, Program Agency, System Point of Entry)</i>		
Name of Individual		
Telephone Number	Email Address	
Name of Agency/System Point of Entry		
Name of Individual		
Telephone Number	Email Address	
Name of Agency/System Point of Entry		
Name of Individual		
Telephone Number	Email Address	
Name of Agency/System Point of Entry		

Dispute Information *(Attach separate pages with additional information, if desired.)*

Nature of the Concern

Describe disagreement or alleged violations under IDEA Part C Indiana First Steps Early Intervention System. Please be as specific as possible.

Additional Informational

Provide any additional information you would like to share.

Signature

Date

**Please submit your request for a due process hearing to the
Bureau of Child Development Services.**

Bureau of Child Development Services/Indiana First Steps

Attn: Dispute Resolution Staff

402 W. Washington St., W453

Indianapolis, IN 46204

Call: (800) 545-7763

Email: FirstStepsWeb@fssa.in.gov