



**SUPPLEMENTAL EDUCATIONAL SERVICES
COMPLAINT RESOLUTION PROCESS**
Effective for all complaints filed after June 1, 2008

A complaint received by the Michigan Department of Education (MDE) related to supplemental educational services (SES) will result in a formal investigation by the Field Services Unit (FSU) if the complaint provides adequate information to support an allegation of wrongdoing. The procedures for an investigation are as follows:

1. A letter will be sent by mail or email to the involved parties notifying them of the impending investigation within ten (10) business days of receipt of the complaint. The letter should include the following information:
 - a. allegations identified in the formal complaint;
 - b. parties involved;
 - c. the investigative procedures that will be employed;
 - d. all other information pertinent to the complaint process or resolution of the complaint.

2. The FSU is authorized to investigate in any of the following ways:
 - a. site visit
 - b. conduct interviews
 - c. conduct telephone investigations
 - d. gather testimony
 - e. examine records
 - f. collect documentation
 - g. conduct hearings
 - h. take any other appropriate actions to gather facts and information necessary to reach conclusions

3. The Director of the Office of School Improvement (OSI), or designee, shall determine, within sixty (60) days of initiating the investigation, that the investigation proceedings are complete and thorough and approve a report that indicates findings of:
 - a. violation or no violation
 - b. responsible parties (in violation)
 - c. corrective actions in cases of violation

All decisions and corrective actions issued by the department are final.

Complaints may be sent to:

By Mail:

Michigan Department of Education
Office of School Improvement, 2nd floor
SES Complaint Resolution
P.O. Box 30008
Lansing, MI 48909

By Fax: 517-335-2886

By Email: MDE-SES@michigan.gov