



# PUBLIC SCHOOLS OF NORTH CAROLINA

DEPARTMENT OF PUBLIC INSTRUCTION | Mark Johnson, *Superintendent of Public Instruction*

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## Special Education State Complaints

End of Year Report

July 1, 2019 - June 30, 2020

The NC Department of Public Instruction manages the state complaint process in accordance with the *Individuals with Disabilities Education Improvement Act* and accompanying federal regulations, and the North Carolina *Polices Governing Services for Children with Disabilities*.

2019-20 Special Education State Complaints	Number	Percentage	
Signed written complaints received	119	100%	
Complaints with reports issued	87	73%	
• Reports with findings of noncompliance	61	70%	
• Reports with findings of compliance	26	30%	
Reports completed <i>within timeline</i>	78	90%	93%
Reports completed <i>within extended timeline</i>	3	3%	
Reports that were <i>not completed within timeline(s)</i>	6 <sup>i</sup>	7%	
Complaints found insufficient for investigation	16	13%	
Complaints withdrawn	16	13%	
Complaints pending due process hearing/set aside	0	0%	
Complaints not issued yet	0	0%	

<sup>i</sup> Complaints not completed within timeline occurred during the statewide closure of school buildings as a result of COVID-19 and the Governor's Executive Orders in effect between March 16, 2020, and June 30, 2020. Circumstances were further complicated by the teleworking of NCDPI staff and accessibility to school staff for the purposes of the investigation.

### EXCEPTIONAL CHILDREN DIVISION

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