Special Education: Parent Complaint Process

**INFORMAL**

District/School Contacts below

- Due Process Hearing Request
  - [Bit.ly/HIDOE-DPHR](Bit.ly/HIDOE-DPHR)

**FORMAL**

Written Complaint
Contact Monitoring & Compliance Branch (MAC)
(808) 853-0261

- MAC investigates and issues decision
  - Mediation is available to help Parent & School resolve disagreements before investigation and decision is issued.

- Hearing Officer renders decision
  - Mediation is available to help parties resolve issues before going to hearing.

- District/School to resolve issue
  - Mediation is available to help Parent & School resolve disagreement.
  - IEP Facilitation is available to assist IEP team with communication & problem solving.

- Mediation is available to help Parent & School resolve disagreements before investigation and decision is issued.
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<td>Honolulu District Office 4967 Kilauea Avenue Honolulu, HI 96816</td>
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