**Special Education: Parent Complaint Process**

**INFORMAL**

District/School Contacts below

**Due Process Hearing Request**

Bit.ly/HIDOE-DPHR

**FORMAL**

Written Complaint

Contact Monitoring & Compliance Branch (MAC)

(808) 307-3600

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.

Hearing Officer renders decision

- Mediation is available to help parties resolve issues before going to hearing.

MAC investigates and issues decision

- Mediation is available to help Parent & School resolve disagreements before investigation and decision is issued.
<table>
<thead>
<tr>
<th>DISTRICT</th>
<th>COMPLEX</th>
<th>PHONE</th>
<th>FAX</th>
<th>ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HDO</td>
<td>Farrington/Kaiser/Kalani</td>
<td>733-4952</td>
<td>733-4953</td>
<td>Honolulu District Office</td>
</tr>
<tr>
<td></td>
<td>McKinley/Roosevelt/Kaimuki</td>
<td>733-4977</td>
<td>733-4992</td>
<td>4967 Kilauea Avenue</td>
</tr>
<tr>
<td></td>
<td>Autism</td>
<td>733-4977</td>
<td>733-4992</td>
<td>Honolulu, HI 96816</td>
</tr>
<tr>
<td></td>
<td>SBBH</td>
<td>735-8355</td>
<td>735-8360</td>
<td></td>
</tr>
<tr>
<td>CDO</td>
<td>Aiea/Moanalua/Radford</td>
<td>421-4263</td>
<td>421-4145</td>
<td>Central District Office Annex</td>
</tr>
<tr>
<td></td>
<td>Leilehua/Millani/Waialua</td>
<td>622-6432</td>
<td>622-6436</td>
<td>1136 California Avenue</td>
</tr>
<tr>
<td></td>
<td>SBBH</td>
<td>622-6439</td>
<td>622-6428</td>
<td>Wahiawa, HI 96786</td>
</tr>
<tr>
<td></td>
<td>Autism</td>
<td>622-6421</td>
<td>622-6430</td>
<td></td>
</tr>
<tr>
<td>LDO</td>
<td>Campbell/Kapolei</td>
<td>675-0335</td>
<td>675-0350</td>
<td>Leeward District Office Annex</td>
</tr>
<tr>
<td></td>
<td>Waianae/Nanakuli</td>
<td>668-5746</td>
<td>668-5748</td>
<td>94-521 Farrington Highway</td>
</tr>
<tr>
<td></td>
<td>Pearl City/Waipahu</td>
<td>675-0384</td>
<td>675-0006</td>
<td>Kaneohe, HI 96744</td>
</tr>
<tr>
<td></td>
<td>SBBH</td>
<td>675-0444</td>
<td>675-0435</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Autism</td>
<td>675-0444 x258</td>
<td>675-0006</td>
<td></td>
</tr>
<tr>
<td>WDO</td>
<td>Castle/Kahuku</td>
<td>233-5718 x232</td>
<td>233-5722</td>
<td>Windward District Office</td>
</tr>
<tr>
<td></td>
<td>Kailua/Kalaheo</td>
<td>233-5718 x232</td>
<td>233-5722</td>
<td>46-169 Kamehameha Highway</td>
</tr>
<tr>
<td></td>
<td>SBBH</td>
<td>235-9102 x244</td>
<td>233-5722</td>
<td>Kaneohe, HI 96744</td>
</tr>
<tr>
<td></td>
<td>Autism</td>
<td>233-5711 x249</td>
<td>233-5722</td>
<td></td>
</tr>
<tr>
<td>HIDO</td>
<td>Hilo/Laupahoehoe/Waiakea</td>
<td>974-4401</td>
<td>974-4588</td>
<td>Hawaii District Office</td>
</tr>
<tr>
<td></td>
<td>SBBH</td>
<td>775-8895</td>
<td>933-0739</td>
<td>75 Aupuni Street</td>
</tr>
<tr>
<td></td>
<td>Autism</td>
<td>974-4401</td>
<td>974-4588</td>
<td>Hilo, HI 96720</td>
</tr>
<tr>
<td></td>
<td>Konawaena/Kealakehe</td>
<td>323-0015</td>
<td>323-0022</td>
<td>West Hawaii Regional Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>P.O. box 4160</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Kealakekua, HI 96750</td>
</tr>
<tr>
<td></td>
<td>Kohala/Honokaa</td>
<td>775-8895</td>
<td>775-8898</td>
<td>North Hawaii District Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>45-527 Pakalana Street</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Honokaa, HI 96727</td>
</tr>
<tr>
<td></td>
<td>Ka`u/Keaau/Pahoa</td>
<td>982-4252</td>
<td>982-4292</td>
<td>South Hawaii Regional Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>16-565 Keaau-Pahoa Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Keaau, HI 96749</td>
</tr>
<tr>
<td>MDO</td>
<td>King Kekaulike</td>
<td>873-3520</td>
<td>873-3590</td>
<td>Maui District Office</td>
</tr>
<tr>
<td></td>
<td>Maui</td>
<td>264-5580</td>
<td>873-3590</td>
<td>P.O. Box 263</td>
</tr>
<tr>
<td></td>
<td>Baldwin</td>
<td>873-3520</td>
<td>873-3590</td>
<td>Puunene, HI 96784</td>
</tr>
<tr>
<td></td>
<td>Lahaina, Hana, Lanai</td>
<td>873-3520</td>
<td>553-1725</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Molokai</td>
<td>553-1723</td>
<td>553-1725</td>
<td></td>
</tr>
<tr>
<td>KDO</td>
<td>Kauai/Kapaa/Waimea</td>
<td>274-3504</td>
<td>274-3508</td>
<td>Kauai District Office</td>
</tr>
<tr>
<td></td>
<td>SBBH</td>
<td>274-3505</td>
<td>274-3508</td>
<td>3060 Eiwa Street</td>
</tr>
<tr>
<td></td>
<td>Autism</td>
<td>274-3505</td>
<td>274-3508</td>
<td>Lihue, HI 96766</td>
</tr>
</tbody>
</table>