North Carolina Infant-Toddler Program
Parent Request for Mediation and/or Administrative Due Process:
Instructions

Purpose: The purpose of this form is to assist parents in making a formal request for complaint resolution through mediation and / or administrative due process. Submission of this form, or a letter from a parent with required content, constitutes a request for complaint resolution.

Required content for a complaint resolution request:
a. The name and address of the child;
b. The name and address of the parent;
c. The name and address of the agency or service provider against whom the complaint is made;
d. A statement of facts describing the nature of the complaint, and
e. The signature of the parent making the complaint, with the date of signing.

Instructions: Parents may submit this form, or a letter with the required content listed above, directly to the Early Intervention Section. If the form is received by a CDSA, the Early Intervention Section central office must be notified and the form forwarded to the Branch office immediately. Retain a copy and file in the child's Infant-Toddler Program record. Forms may be mailed to the address listed below.

Early Intervention Section, Part C Director
Division of Child and Family Well-Being
1916 Mail Service Center
Raleigh, NC 27699-1916

The Early Intervention Section office will involve the relevant CDSA in all complaints initiated to the central office. Refer to the ITP Dispute Resolution Policy for additional information about the use of the form and the process. If received at the Early Intervention Section central office, and the CDSA has not received a copy, the Early Intervention Section central office will send a copy to the CDSA.

Disposition: Infant-Toddler Program records, including financial and automated information, must be maintained based upon the Infant Toddler Program's record retention policy. Records must be archived in accordance with state requirements to ensure their preservation for the required length of time.