

ATTACHMENT #2

EARLY INTERVENTION **COMPLAINT RESOLUTION PROCESS**

In order to assist parents in resolving concerns at the local level the Office of Child Development and Early Learning (OCDEL), Bureau of Early Intervention Services (BEIS), in order to increase communication and collaboration in attempting to resolve a parent complaint, has instituted a birth to five Early Intervention Complaint Resolution Process (EICRP).

The purpose of this process is to reduce the number of formal complaints filed with the Bureau of Early Intervention Services, due to issues with the Infant/Toddler Early Intervention (EI) program or Preschool Early Intervention program. It also allows complainants and OCDEL EI Advisors to resolve a concern/problem directly and assist them first in resolving the issue.

Families have the opportunity to phone, fax, or email the Infant/Toddler or Preschool EI Program and/or the EI Advisor at any time to resolve an issue before elevating it to the complaint level. That information is:

Departments of Public Welfare and Education
Office of Child Development and Early Learning
Bureau of Early Intervention Services
333 Market Street, 6th Floor
Harrisburg, PA 17126-0333

Email: ra-ocdintervention@state.pa.us

Fax: 717-346-9320

If a resolution cannot be reached after a review of the issue by the OCDEL EI Advisor the parents have the option to pursue the formal complaint process. The EICRP process is OCDEL's preferred way to deal proactively with complaint issues and to remain committed in helping families resolve concerns as early and efficiently as possible.