

SUPPLEMENTAL EDUCATIONAL SERVICES COMPLAINT INVESTIGATION/RESOLUTION PROCESS

A complaint received by the Michigan Department of Education (MDE) related to supplemental educational services (SES) will result in an investigation by the Office of Education Improvement & Innovation (OEII) if the complaint provides adequate information to support an allegation of wrongdoing. The procedures for an investigation are as follows:

1. A completed MDE-SES complaint form and supporting documents are received by the OEII identifying the nature of the complaint, associated allegations, and the responsible party or parties involved.
2. A communication will be sent by email to the involved parties notifying them of the impending investigation within ten (10) business days of receipt of the MDE-SES complaint form. That communication will include, at a minimum, the following information:
 - a. allegations identified in the formal complaint;
 - b. parties involved;
 - c. any other information pertinent to the complaint process or resolution of the complaint.
3. The OEII is authorized to investigate in any of the following ways:
 - a. site visits
 - b. conduct interviews
 - c. conduct telephone investigations
 - d. gather testimony
 - e. examine records
 - f. collect documentation
 - g. conduct hearings
 - h. take any other appropriate actions to gather facts and information necessary to reach resolution
4. The Director of the Office of Education Improvement & Innovation, or designee, shall determine, within sixty (60) days of initiating the investigation, that the investigation proceedings are complete and thorough and approve a report that indicates findings of:
 - a. violation or no violation
 - b. responsible parties (in violation)
 - c. corrective actions in cases of violation

NOTE: MDE reserves the right to extend a complaint investigation for an additional 60 or 90 day period, if necessary, to achieve resolution of an SES complaint.

All decisions and corrective actions issued by MDE are final. There is no appeal process.