

The Office of Special Education, Dispute Resolution Team has created the **I-CHAMP** portal. This portal introduces a fast and easy way to manage Complaints, Mediations, and Due Process Hearings involving your special education student

Document Purpose:

This **Submitting a Complaint Request Guide** is intended to provide a quick help guide for users requesting a Complaint request through the **I-CHAMP** portal. The I-CHAMP portal can be accessed at: <https://ICHAMP.doe.in.gov>

How Do I Submit a Complaint Request?

Follow the steps below to submit a request for Complaint:

1. Go to the **I-CHAMP** portal.
2. Click **Sign-In** button located at top-right of the screen (see the *Getting Started* guide for registering a username).
3. Enter your **Username**.
4. Enter your **Password**.
5. Click **Sign In**. The **I-CHAMP** homepage will open
6. Click **Get Started** in the **Complaint Pane**. The Start a Complaint Request page will open.
7. Click **New Request**. The Create Complaint Request page will open. Click **Submit**.

Start a Complaint Request

Only Complaint Requests which have not yet been submitted to the Indiana Department of Education will appear here.

To view ongoing or closed Complaints please visit your Dashboard.

To view previously submitted Complaint Requests, click the 'My Previously Submitted Complaint Requests' link on this page.

New Request

Request Status	Date Submitted ↑	Student First Name	Student Last Name	School

Create Complaint Request

To file a complaint, please follow the steps on the next 6 pages. Your complaint will not be sent to the Indiana Department of Education (IDOE) until you press the red submit button on the last page.

Submit

8. Provide the information requested in each step (#1-6) of the request workflow. Click **Save and Continue** to advance stages.

Step 1: Identify School

School involved with complaint: (Click the magnifying glass to search for a school) *

Did the violation occur within one year of today's date?
 No Yes

If a Translator is required, please specify the language:
 No Translator Needed

Save and Continue

Step 1: Identify School

Step 2: Student Details

Step 3: Parent Details

Step 4: Add Issues

Step 5: Review Details

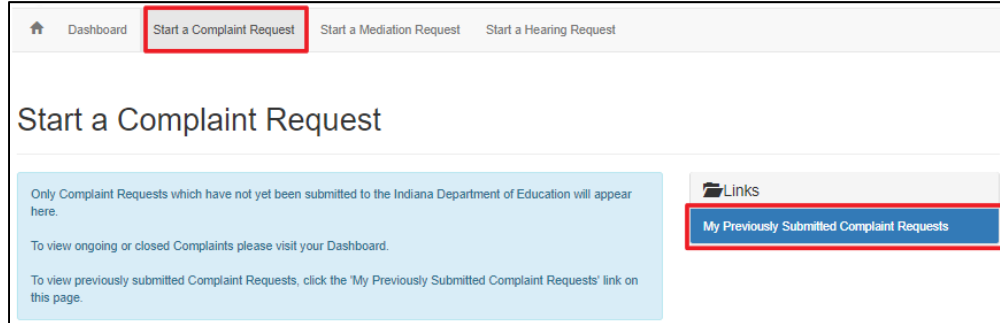
Final Step: Electronic Signature

9. On Step 4, in order to add issues, click **Add Issue**, fill out the appropriate information and click **Submit**.
10. On the Final Step, provide your signature and click **Submit to IDOE** when you are satisfied with your Mediation Request.

How to View your Complaints

You can view previously submitted complaints by performing the steps below:

1. From the **I-CHAMP** homepage, click **Get Started** on the Complaint pane. The Start a Complaint Request page opens. You can also navigate to this page by clicking **Start a Complaint Request** on the homepage banner.
2. Click **My Previously Submitted Complaint Requests** on the right side



3. The My Previously Submitted Complaint Requests page opens. Click on the blue hyperlink to open the associated complaint request. The Submitted Complaint Request Details page opens and allows you to review all details in the request.

My Previously Submitted Complaint Requests

Request Status	Date Submitted ↑	Student First Name	Student Last Name	School
Submitted	6/14/2019 3:54 PM	Test	Test	21st Century Charter Sch of Gary

Submitted Complaint Request Details

Please print and provide the Complaint Request to the school. Once the Complaint Request has been received by the school, the Due Process timelines will begin.

[Print this Page](#)

School involved with complaint: *
21st Century Charter Sch of Gary

Did the violation occur within one year of today's date?
 No Yes

If a Translator is required, please specify the language:
No Translator Needed

You can view your open Complaints by performing the steps below:

1. Navigate to your dashboard by clicking **Dashboard** on the homepage banner or sign-in **dropdown** menu.
2. Click **My Complaints** on the right side. The My Complaints page opens, displaying all open complaints.

Dashboard

This dashboard shows the 10 most recent open records in each area. To view all of your records or those marked as closed, click on the link in the right hand side menu for the type of record you wish to review.

1. Click on the link in the right hand side menu for the type of record you wish to review.
2. A new page will open. Click on the blue heading at the top and choose the Closed option from the dropdown.
3. When the listing refreshes, click on the blue record number to open the details
4. You can view the documents associated with this file if you click on "View Documents."

In This Section

- Requests to Mediate - Response Required
- My Complaints**
- My Hearings
- My Mediators

My Open Complaints

Complaint Number	Complaint Investigator	Student	School
CP-005-2017	Laura Hansen	Aahron Glenn Johnson	Zionsville Community Schools
CP-007-2018	Patrick Rhodes	ETG Student	Noblesville Schools
CP-009-2018	Traci Tetrick	Test Student	Franklin Community School Corp

3. Click the blue hyperlink to open the associated Complaint. The buttons on the right allow you to view submitted issues and uploaded documents.

My Complaints

[Open Complaints](#)

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CP-009-2018	Traci Tetrick	Test Student	Franklin Community School Corp

Complaint Details

Complaint

Complaint Number
CP-005-2017

Complaint Status
Monitoring and Compliance

Is a Translator required?
Alan (16)

Complaint Actions

- [View Submitted Issues](#)
- [View/Upload Documents](#)