

Indiana Department of Education, Office of Special Education

I-CHAMP

Submitting a Complaint Request, Hearing Request, Mediation Request

VERSION 1.0

Register Sign In

I-CHAMP

Home

Indiana Complaint, Hearing, and Mediation Process

Office of Special Education

Welcome to I-CHAMP

- LOGIN WITH PROFILE
- CREATE PROFILE
- CONTACT US
- RESOURCES

SPECIAL EDUCATION

Learning for Everyone

Welcome to the Indiana Complaint, Hearing, and Mediation Process. This new online system has been designed with enhanced self-service features to make it easier and faster for you to access the following Due Process procedures:

Complaint	Hearing	Mediation
<p>A complaint is a claim that a school has not implemented federal or state special education rules, or has failed to comply with an order issued by an independent hearing officer.</p>	<p>A due process hearing may be requested by a parent, school, or IDOE concerning the identification or eligibility of a student for special education services; the appropriateness of the educational evaluation or the student's proposed or current level of special education services or placement; or any other dispute involving the provision of a free appropriate public education.</p>	<p>Mediation is a voluntary process in which the parent and public or charter school attempt, with the assistance of trained impartial mediator, to resolve a dispute.</p>
LEARN MORE GET STARTED	LEARN MORE GET STARTED	LEARN MORE GET STARTED

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1. Introduction



The Office of Special Education, Due Process Team has created the I CHAMP portal. This portal introduces a fast and easy way to manage Complaints, Mediations, and Due Process Hearings.

1.1. Document Purpose

This *Submitting a Complaint, Hearing and Mediation Request Guide* is intended to provide a quick help guide for users requesting a Complaint, Hearing or Mediation Request through the **I-CHAMP** portal.

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2. Complaints

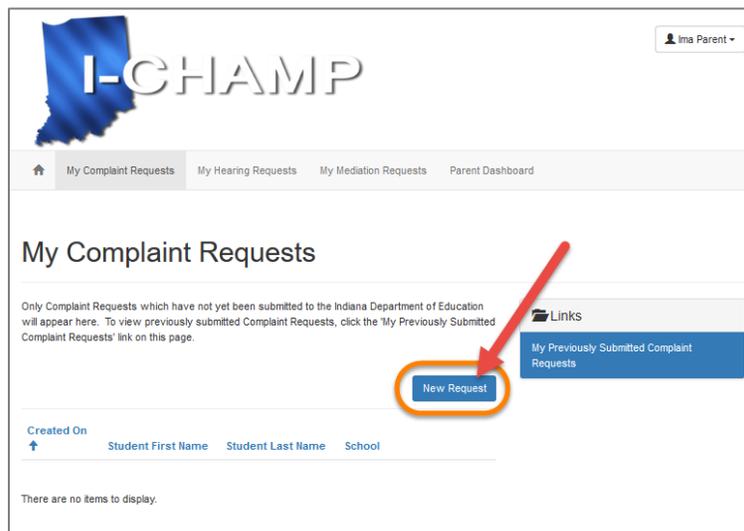
2.1. How Do I Submit a Complaint Request?

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. The My Complaints Requests page will appear on your screen. Click **New Request** (button).



2.1.1. Fill Out the Create Complaint Request Form

1. Click the **Magnifying Glass** located at the far-right side of the first blank field to select your child's school.

Create Complaint Request

You will be able to add issues to your Complaint Request after clicking the 'Save' button below.

School involved with complaint: *

Date of violation: *

6/30/2016

Does this complaint involve more than one student?

No Yes

Are you the child's parent?

No Yes

Student Information

Student First Name	Student School
<input type="text"/>	<input type="text" value=""/>
Student Middle Name	Student Grade Level
<input type="text"/>	<input type="text" value=""/>
Student Last Name	Student Date of Birth
<input type="text"/>	6/30/2016
Primary Student Disability	Secondary Student Disability
<input type="text" value=""/>	<input type="text" value=""/>

Do the student and parent share the same address?

No Yes

Save

2. The **Lookup Records Panel** will appear on your screen.

2.1.2. Lookup the Child's School

Using the Lookup Records Panel, perform the following steps:

1. Click inside the blank field, then type the name of the school where the violation occurred.
2. Click **Magnifying Glass**.
3. Select **the child's school** from the list (scroll up or down until you see it).
4. Click **Select**. The school's name will appear within the Complaint Request Form.

Lookup Records

1

southport

2

✓ School Name ↑	School Type	School Corporation	School Number	Primary Contact	Special Education Planning District	Superintendent
Southport 6th Grade Academy	Public School	Perry Township Schools	5310		Southside Special Services of Marion Co. (RISE)	Thomas Little

✓ Southport Elementary School	5347	Public School	Perry Township Schools	Thomas Little	Southside Special Services of Marion Co. (RISE)	Lillian Youngblood
Southport Heights Day Care	C292	Private School				

Southport High School	Public School	Perry Township Schools	5309		Southside Special Services of Marion Co. (RISE)	Thomas Little
-----------------------	---------------	------------------------	------	--	---	---------------

Remove Value

Select Cancel

4

2.1.3. Enter or Select the Date of Violation

You may directly enter the date of the violation or select it by performing the following steps:

1. Click the **Calendar** icon.
2. Click the **date** of the violation on the mini-calendar.

The date will appear within the date of violation field.

2.1.4. Answer Two Questions

Select the answer to the following two questions:

1. Does this complaint involve more than one student? (**No** or **Yes**)
2. Are you the child's parent? (**No** or **Yes**)

2.1.5. Provide the Student Information

Fill out the rest of the Complaint Request form with the Student's information, including:

1. Student first name
2. Student middle name
3. Student last name
4. School student attends
5. Student grade level
6. Student date of birth
7. Primary student disability
8. Secondary student disability
9. The last question asks whether the student and parent share the same address. Click **No** or **Yes**

Your form should look similar to the one pictured below.

Create Complaint Request

You will be able to add Issues to your Complaint Request after clicking the 'Save' button below.

School involved with complaint:

Date of violation:

Does this complaint involve more than one student?

No Yes

Are you the child's parent?

No Yes

Student Information

Student First Name	Student School
<input type="text" value="Ima"/>	<input type="text" value="21st Century Charter Sch of Gary"/>  
Student Middle Name	Student Grade Level
<input type="text"/>	<input type="text" value="Third Grade"/> 
Student Last Name	Student Date of Birth
<input type="text" value="Student"/>	<input type="text" value="2/5/2008"/> 
Primary Student Disability	Secondary Student Disability
<input type="text" value="Autism spectrum disorder"/> 	<input type="text" value="Unknown"/> 

Do the student and parent share the same address?

No Yes

Save

10. Click **Save**. Your Complaint Request is saved.

2.2. How Do I View or Edit Requests for Complaints?

The Edit Request for Complaint Panel will appear on screen. This panel gives you an opportunity to add important information to your complaint request.

1. Click the blue **Add Issue** button to add additional information to your Complaint Request. (This is your best opportunity to provide the information that will help others understand the circumstances behind your Complaint Request.) Or click the red **Submit Request to IDOE** button if you do not wish to add any more issues (to add more issues see Step 2 below).

Edit Request for Complaint

Submit Request to IDOE

Issues

Add Issue

Statement of Violation Facts Related to the Violation Proposed Resolution

There are no records to display.

Review Request (if needed)

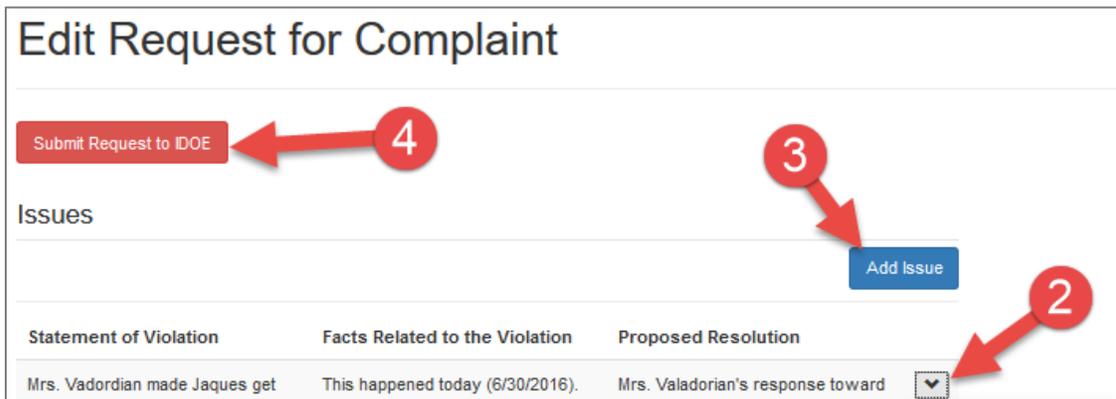
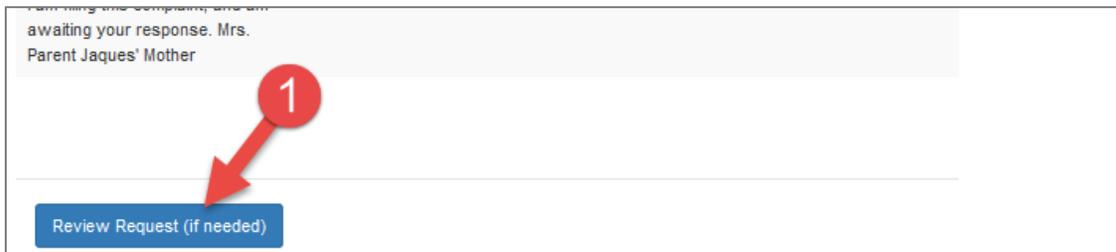
Upon clicking the **Add Issue** button, the **Add Issue Panel** will open. It contains three sections:

2. **Statement of Violation:** This is where you explain the violation (what happened or didn't happen to your child).
3. **Facts Related to the Violation:** This is where you can provide facts or evidence that support your complaint.
4. **Proposed Resolution:** This is where you can suggest how your complaint can best be resolved (how to make things right).

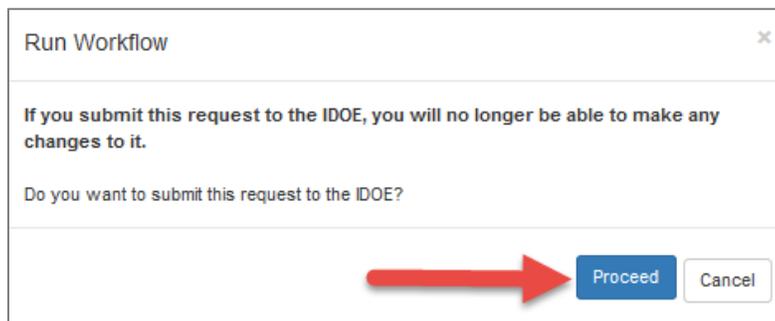
2.2.1. Review, Edit, Add Issue, or Submit Your Complaint Request

When the Edit Request for Complaint Panel appears on your screen, you will be able to see the information you provided in the “Add Issue Panel.” You are also presented with 4 additional buttons:

1. **Review Request (if needed):** Gives you one last opportunity to review your responses in the Add Issue Panel.
2. **Dropdown Arrow:** Allow you access to the **Edit Issue** button and make changes to your responses. Click the **Dropdown Arrow**, then click **Edit Issue**.
3. **Add Issue:** Gives you an opportunity to add additional issues to the Add Issue Panel.
4. **Submit Request to IDOE:** Submits your Complaint Request to IDOE.

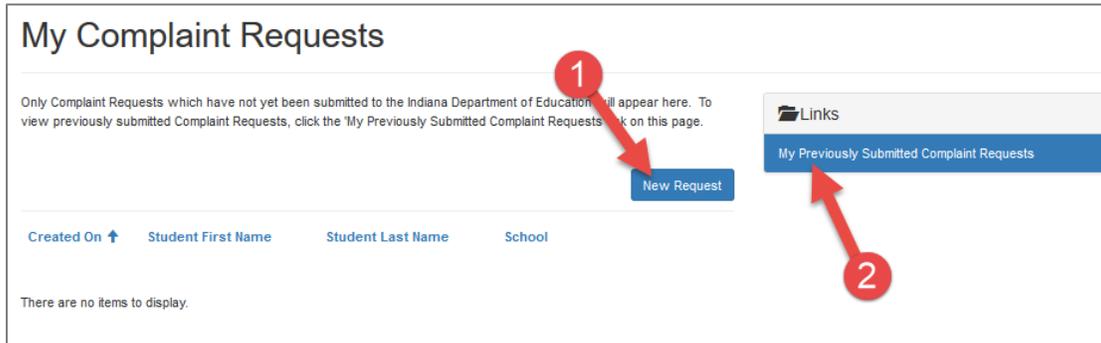


5. Click **Submit Request to IDOE** when you're satisfied with your response and have nothing else to add.
6. The Last Chance Warning will appear to tell you that once you submit your Complaint Request, you will not be able to make any further changes to it.
7. Click **Proceed**.



The **My Complaint Requests Page** will appear on your screen as shown below. This page displays pending complaints only. Since you submitted your Complaint Request, there will be no items to display on this page. However, you can do either of the following:

1. Click **New Request** to create a new Complaint Request.
2. Click **My Previously Submitted Complaint Requests** to view Complaint Requests you have already submitted.



3. Click **My Previously Submitted Complaint Requests**. The page below will appear.



4. Click the **blue date link** to open the associated Complaint Request.

- The **Request Details Page** will open, which contains all the information on your previously submitted Complaint Request.

Request Details

School Involved with complaint: *

21st Century Charter Sch of Gary

Date of violation: *

8/8/2018

Does this complaint involve more than one student?

No Yes

Are you the parent of one of the students?

No Yes

Are you the child's parent?

No Yes

Please provide the parent's name:

Student Information

Student First Name

Ima

Student School

21st Century Charter Sch of Gary

Student Middle Name

Student Grade Level

Third Grade

Student Last Name

Student

Student Date of Birth

2/5/2008

Primary Student Disability

Autism spectrum disorder

Secondary Student Disability

Unknown

Do the student and parent share the same address?

No Yes

Student Address

Address: Street 1

Address: Street 2

Address: City

Address: State

IN

Address: Zip

Issues

Statement of Violation

Facts Related to the Violation

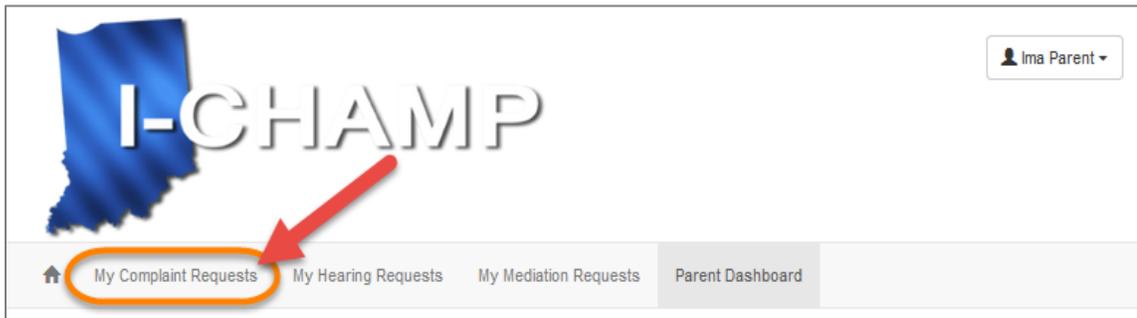
Proposed Resolution

There are no records to display.

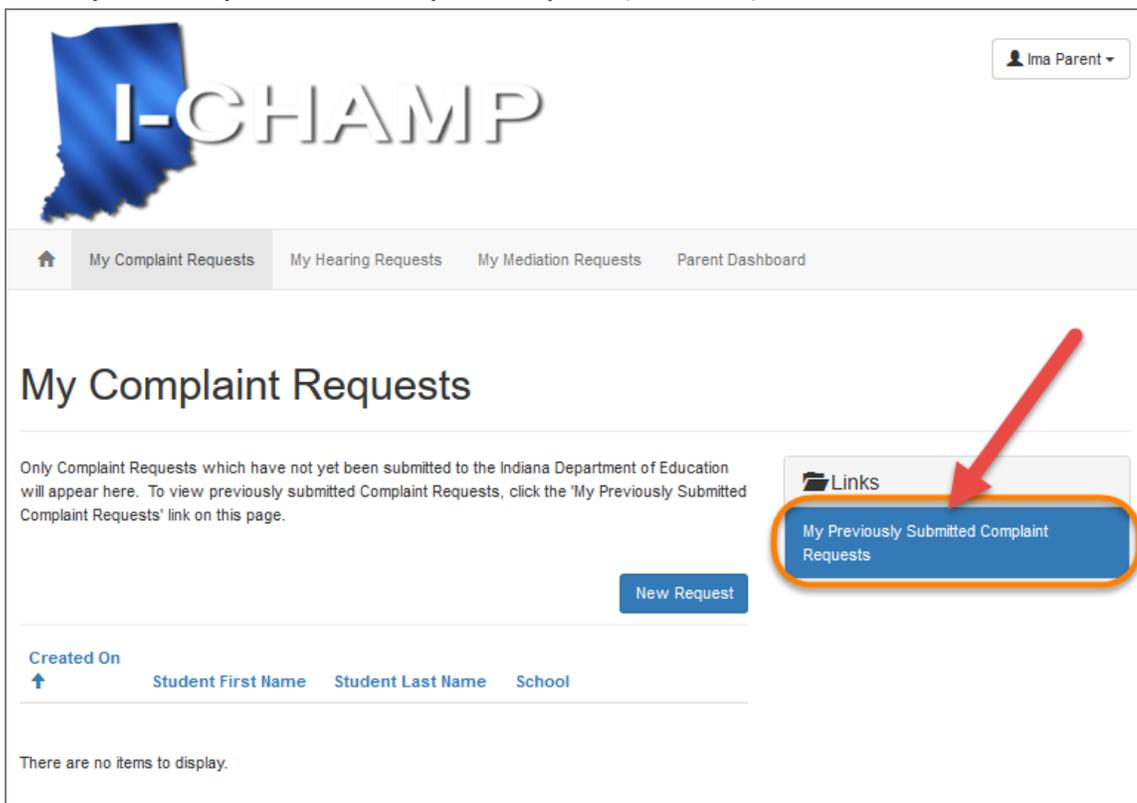
2.2.2. How to View Your Complaints

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

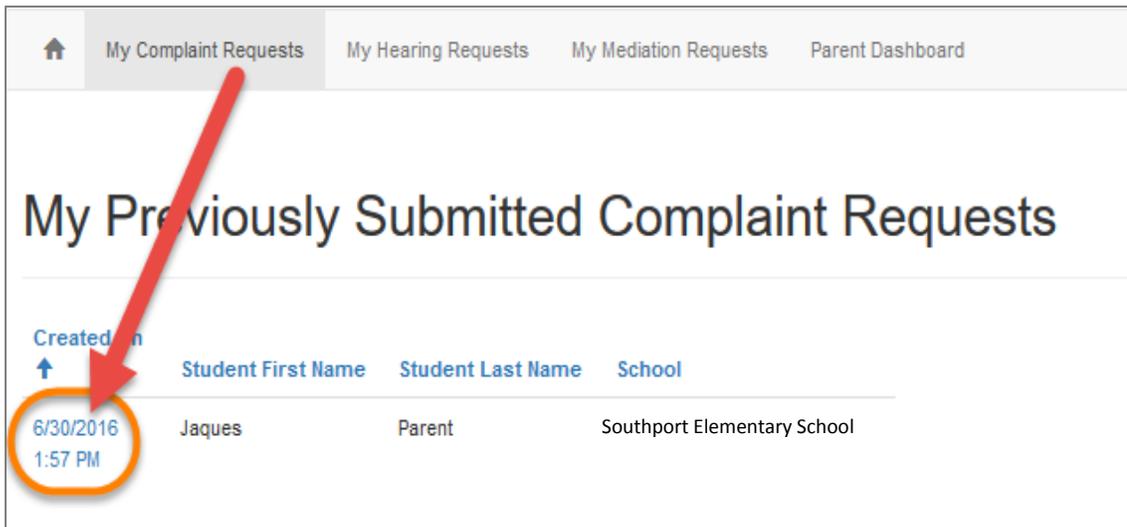
1. Click **Sign-In Navigator**.
2. Login:
 - a. Enter your **username**
 - b. Enter your **password**
 - c. Click **Sign-In**
3. Click **Sign-In Navigator dropdown arrow**.
4. Click **Parent Dashboard**.
5. Click **My Complaint Requests** (*See below*).



6. Click **My Previously Submitted Complaint Requests** (*See below*).



- The **My Previously Submitted Complaints Requests** page will appear on your screen.



Created on	Student First Name	Student Last Name	School
6/30/2016 1:57 PM	Jaques	Parent	Southport Elementary School

- Click the **blue hyperlink** (as shown above) to open the corresponding record.
- The **Request Details** page will appear on screen.

3. Hearings

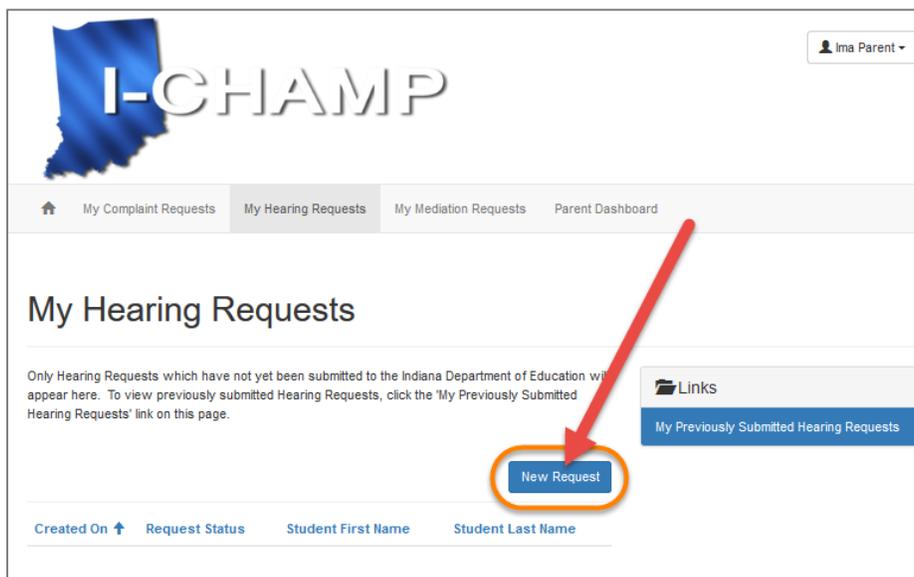
3.1. How Do I Submit a Request for a Due Process Hearing in I-CHAMP?

Follow the steps below to submit a request for a Due Process Hearing:

7. Go to the **I-CHAMP** portal.
8. Click **Sign-In** button located at top-right of the screen.
9. Enter your **username**.
10. Enter your **password**.
11. Click Sign In. The **I-CHAMP** homepage will open.



12. Click **Get Started** in the **Hearing Pane**. The **My Hearing Requests** page will open.



Click **New Request**. The **Create Hearing Request** page will open.

Create Hearing Request

You will be able to add Issues to your Hearing Request after clicking the 'Save' button below. If you are going to be represented by an attorney or advocate, your attorney or advocate must enter an appearance and send it to the Indiana Department of Education and the Hearing Officer.

What is your role? *

Is this request being filed jointly with another parent?

No Yes

Student

Student Information

Student First Name *

School Student Attends *

Student Middle Name

Student Grade Level *

Student Last Name *

Student Date of Birth *

Primary Student Disability *

Secondary Student Disability

Student Address

Does the Student share the Parent's Address?

No Yes

School

Name of School where Issue Arose *

Save

13. Provide the information requested by each section of the Create Hearing Request form.

14. Click Save. The Edit Request Hearing page will appear.

Edit Hearing Request

Submit Request to IDOE

You may enter more than one issue. For each issue, please list the facts and desired resolution. If the facts relate to more than one issue, you may copy and paste the facts.

Add

Dispute Issue +

There are no records to display.

The submission at this time is only for documents related to the Hearing Request. Additional pleadings may be submitted at a later date. You may submit a .pdf, .doc, .docx, .xls, .xlsx, or .rtf document of up to 10 M.

Add

Document Name + Created On

There are no records to display.

Review Request (if needed)

15. Click **Add** to enter an issue. The Create Issue Panel will open.

Create

You may save your issue by clicking on the Save button located at the bottom of this form. If you do not click the Save button before navigating away from this page, or click the 'x' in the upper-right corner of this form, your changes will be lost.

Issue *

Appropriateness of the student's proposed or current level of special e

Please provide specific facts related to this issue.

This is an issue.

Briefly explain the resolution you are seeking for this issue.

This is the resolution I am seeking.

16. Select an **Issue** from the dropdown menu.
17. Enter specific **facts** relating to the issue.
18. Briefly **explain the resolution** you are seeking.
19. When finished, scroll to the bottom of the page.
20. Click **SAVE**.

Create

Appropriate to the subject's profession or licensure level or grade level

Please provide specific facts related to this issue.

This is an issue.

Briefly explain the resolution you are seeking for this issue.

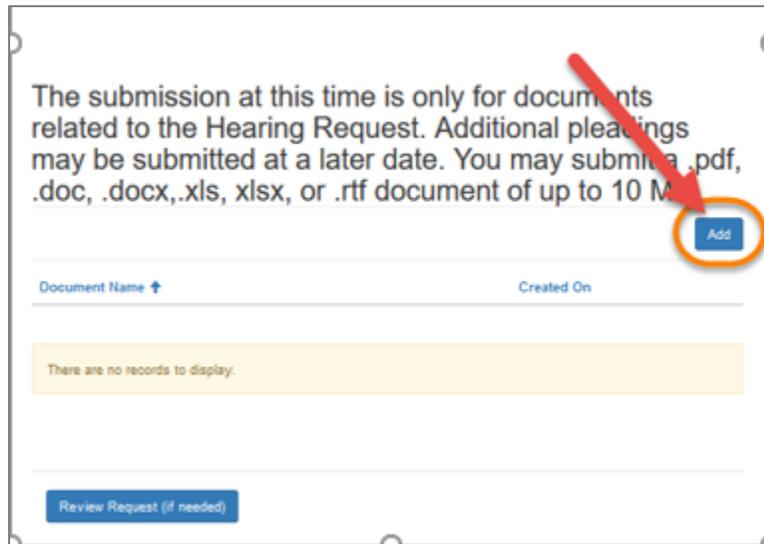
This is the resolution I am seeking.

Save

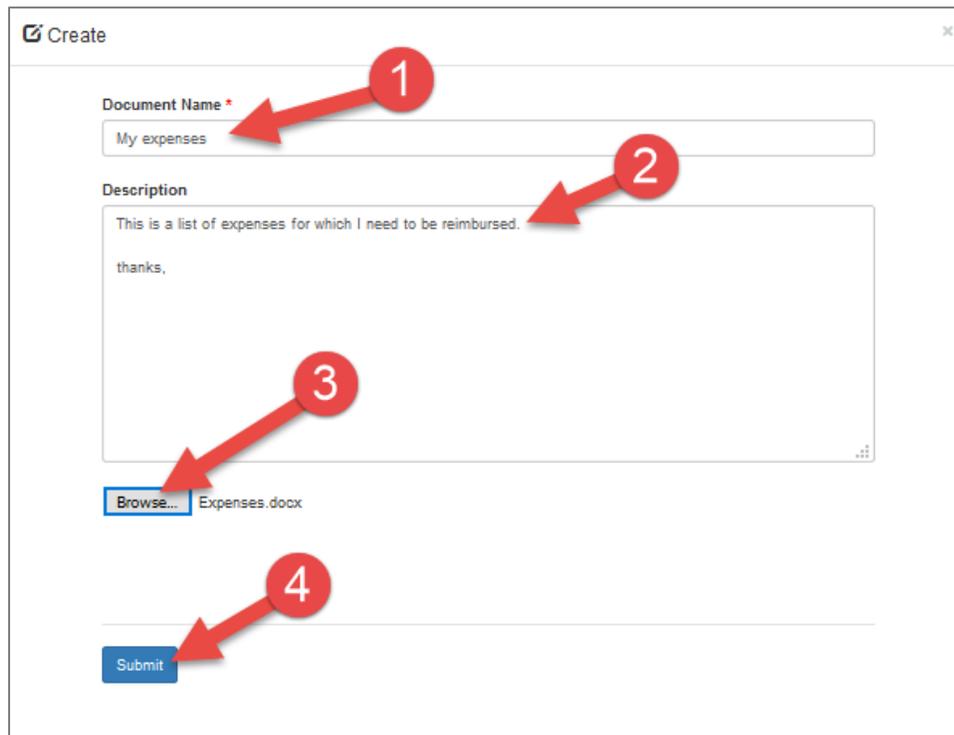
You can add more than one issue to a Hearing Request by repeating the steps outlined in Steps 9 through 15.

3.2. How Do I Add a Document to My Hearing Request?

1. On the Edit Hearing Request page, users can add a document by selecting **Add**.



2. Enter the Document Name (1), document description (2), add the document by Browsing, and click **Submit** (4).

A screenshot of a "Create" form window. The form has a title bar with a checkmark icon and the word "Create" and a close button (X). The form contains the following fields and buttons:

- Document Name ***: A text input field containing "My expenses". A red arrow labeled "1" points to this field.
- Description**: A text area containing "This is a list of expenses for which I need to be reimbursed." and "thanks,". A red arrow labeled "2" points to this field.
- Browse...**: A button next to the text "Expenses.docx". A red arrow labeled "3" points to this button.
- Submit**: A blue button at the bottom of the form. A red arrow labeled "4" points to this button.

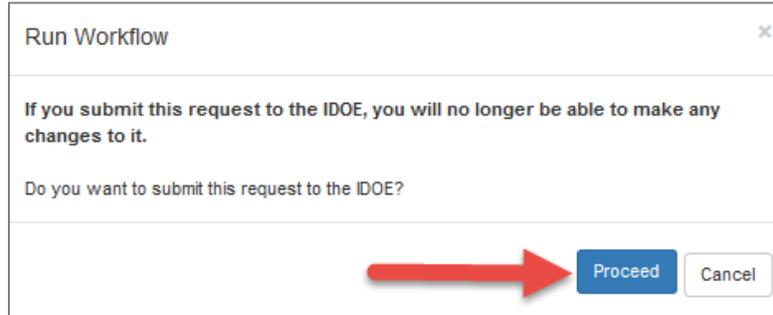
3.3. How do I submit My Hearing Request?

When the updated **Edit Request Hearing Page** reloads, you will be able to see the information you provided in the **Add Issue Panel**. You are also presented with 4 additional buttons:

1. **Review Request (if needed)**: Gives you one last opportunity to review your responses in the **Add Issue Panel**.
2. **Dropdown Arrow**: Allow you access to the **Edit Issue** button and make changes to your responses. Click the **Dropdown Arrow**, then click **Edit Issue**.
3. **Add Issue**: Gives you an opportunity to add additional issues to the **Add Issue Panel**.
4. **Submit Request to IDOE**: Submits your Complaint Request to IDOE.

Click **Submit Request to IDOE** when you're satisfied with your response and have nothing else to add.

A notification will appear to tell you that once you submit your Hearing Request, you will not be able to make any further changes to it.



5. Click **Proceed**.

4. Mediations

4.1. How Do I Submit a Mediation Request?

Follow the steps below to submit a request for Mediation:

1. Go to the **I-CHAMP** portal.
2. Click **Sign-In** button located at top-right of the screen.
3. Enter your **username**.
4. Enter your **password**.
5. Click **Sign In**. The **I-CHAMP** homepage will open.
6. Click **Get Started** in the **Mediation pane** (See below).

I-CHAMP

ina Parent

My Complaint Requests My Hearing Requests My Mediation Requests Parent Dashboard

Indiana Complaint, Hearing, and Mediation Process
Office of Special Education

Welcome to I-CHAMP

LOGIN WITH PROFILE

CREATE PROFILE

CONTACT US

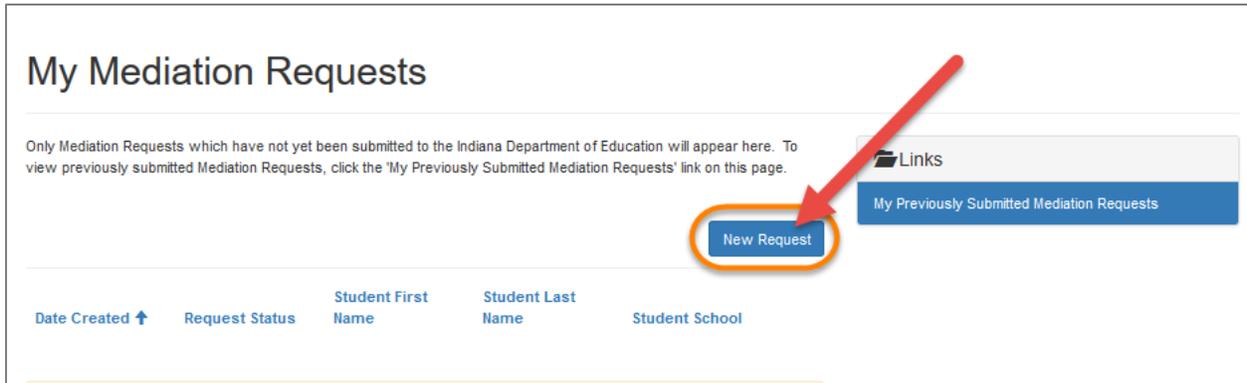
FAQ's

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LEARN MORE GET STARTED	LEARN MORE GET STARTED	LEARN MORE GET STARTED

- Click **New Request** on the My Mediation Requests page.



- The **Request Mediation** page will open.
- Provide the information requested by each section of the request form.

Create Mediation Request

You will be able to add Issues to your Mediation Request after clicking the 'Save' button below. You understand that mediation is voluntary and a due process hearing can be requested if agreement is not reached. you understand that all discussions during the mediation session are confidential and may not be used in any subsequent due process hearing or civil proceeding. The Indiana Department of Education, Office of Special Education will provide a mediator at no direct cost to the participants. You agree to attempt to reach a resolution in the best interest of the student.

Requesting Party

What is your role? *

Parent

Is this request being filed jointly with another parent?
 No Yes

Student

Student First Name * School the Student Attends *

Student Middle Name Student Grade Level *

Student Last Name * Student Date of Birth *

Primary Student Disability * Secondary Student Disability

Student Address

Does the student share the parent/guardian's address?
 No Yes

School

Name of School where Issue Arose *

Related Information (if applicable)

Was a due process hearing requested?
 No Yes

Is this mediation request made to resolve a complaint investigation?
 No Yes

10. Click **Save**. The **Edit Request for Mediation** page will appear.

Edit Request for Mediation

By submitting this request to IDOE you agree that mediation is voluntary and a due process hearing can be requested if agreement is not reached. You agree that all discussions during the mediation session are confidential and may not be used in any subsequent due process hearing or civil proceeding. The Indiana Department of Education, Office of Special Education will provide a mediator at no direct cost to the participants. You agree to attempt to reach a resolution in the best interest of the student.

[Submit Request to IDOE](#)

[Add Issue](#)

[Dispute Issue ↑](#) [Dispute Issue Comments](#)

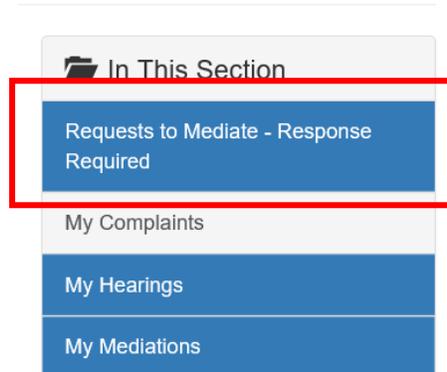
There are no records to display.

[Review Request \(if needed\)](#)

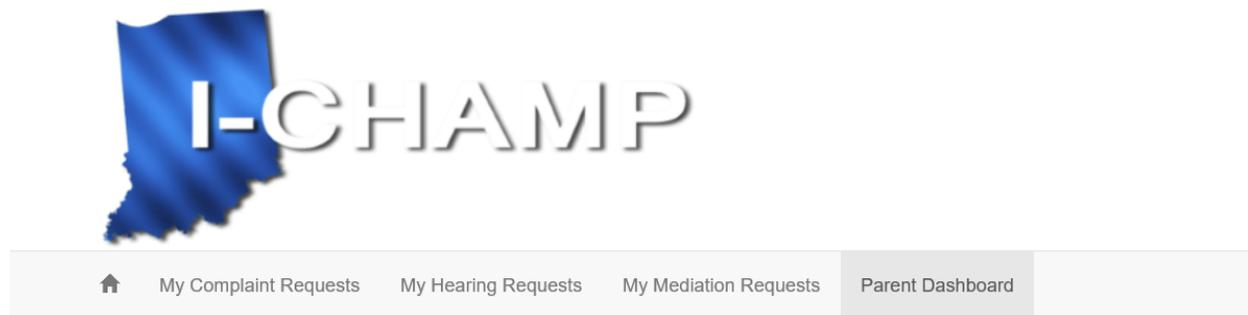
11. Click **Add Issue** (if you want to add another issue to the Mediation Request).
12. Click **Submit Request to IDOE** when you are satisfied with your Mediation Request.

4.2. Approving Requests for Mediation

Both parents and schools are able to submit requests for Mediation. Since Mediation is a voluntary process, it requires agreement from both parties. This means that Mediation Requests submitted by the school require the approval of a parent, and vice versa. If there is a Mediation Request that requires your approval, you will receive an email notification from **I-CHAMP**. To respond to the request, navigate to your applicable Dashboard, and click on the **Requests to Mediate – Response Required** button.



On the Requests to Mediate – Response Required screen, you will see the request and the date it was submitted. Click on the data submitted to navigate to the details of the Mediation Request.



Requests to Mediate - Response Required

Date Submitted ↑	Student First Name	Student Last Name	School
3/14/2016 1:54 PM	Ima	Student	21st Century Charter Sch of Gary

This will open the Mediation Request Agreement form. From this form, you will see all of the details associated with the Mediation Request.

Mediation Request Agreement

Please indicate below whether or not you agree to this request for mediation.

Dispute Issues

Dispute Issue ↑	Dispute Issue Comments
Discipline/Disciplinary Removals	
Student's identification and eligibility for services.	This is an issue that I would like to report.

To respond to the request, scroll to the Agreement section at the bottom of the page. Use the drop down to Agree or Disagree in participating in the Mediation and click the **Save** button. If you agree to participate in the Mediation, a Mediator will reach out regarding next steps in the Mediation process.

Agreement

Do you agree to participate in this Mediation? *

Agreed



Save