

First Steps Early Intervention Program Complaint Process

First Steps strives to maintain open communication among personnel and families. Your opinions and concerns are important to us. If at any time you have concerns about the Early Intervention services offered to you and your family, please let us know. You may express your concerns through an informal process, including conversations with your provider(s), Service Coordinator, District Coordinator, or Part C Coordinator. Your feedback helps us to evaluate the services that your child and family receive and to make continuous improvements in the program.

If you are not satisfied with the results obtained through the informal process, you have the right to make a signed written complaint. You may do this using the complaint form attached, or through a letter sent to the Part C Coordinator at the state office. Written complaints must be resolved within 60 days, unless a time extension for exceptional circumstances is warranted with respect to a particular complaint. You may ask for mediation at no cost to you to resolve disagreements. Mediation must be requested in writing. The mediation session must occur within 30 calendar days of the agency's receipt of your request. Due process hearings must be requested by writing the Part C Coordinator. Due process hearings must be completed and a written decision rendered within 30 days of receipt of your request for a hearing. You are encouraged to obtain the services of an advocate if you want additional assistance. A list of advocacy groups is provided for your convenience.

Contact information is given below to help you with the process.

Service Coordinator

District Coordinator

Part C Coordinator

Danita Munday
507 E. Woodrow Wilson
Jackson, MS 39215
(601) 576-7427
1-800-451-3903
Fax: (601) 576-7540
danita.munday@msdh.state.ms.us

Once a year Early Intervention will conduct a Family Outcomes Survey to help determine to what extent Early Intervention helped your family meet its goals. We respect and appreciate all opinions, comments, and concerns. In an effort to make continuous improvements in the Early Intervention Program, we assure that your comments are confidential and will be addressed in a professional manner.

Your signature indicates that you received a copy of this Complaint Process document, the Infant/Toddler and Family Rights document, a Complaint Form, and a list of advocates. Please return a signed copy of this Complaint Process document to your Service Coordinator for the case file. Keep a copy in your records, along with your Family Rights document, a blank Complaint Form, and your advocate list.

Parent(s)/Guardian(s)

Date

Witness(es)

Date

Revised: May 31, 2006