MAC COVID-19 CHAT

USING THE PRS COMPLAINT SYSTEM AND Q&A WITH ATTORNEYS

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PROBLEM RESOLUTION SYSTEM

• Addresses complaints that a school is not following legal requirements

• Can be filed by a parent, student, advocate, educator, community members, or other third party

• Submit complaint online in English or Spanish

• Print form available in 8 additional languages
EXAMPLES OF COMPLAINT ISSUES

• School did not follow required evaluation timelines for conducting evaluation

• School did not provide a service on student’s IEP—examples:
  • IEP states speech therapy 2 x 30/week;
  • IEP includes 1:1 aide
  • IEP provides special education instruction all day
COVID-19 EXAMPLES OF WHEN TO FILE

- Student has significant and complex needs but was not offered in-person instruction
- Social skills group on IEP – not delivered during months of remote learning
- Reading instruction 5x45/week, was delivered remotely, but student unable to access the service
- School has not determined need for compensatory services for last school year (or this school year)
TIPS FOR FILING

• State clearly the noncompliance (e.g. the service or instruction that was not delivered, or that student could not access)
• If difficulty accessing remote instruction, include specific examples
• Include examples of lost skills (regression) or lack of progress
• Include documentation and other evidence
• Include specific asks for what you think will help address the problem
**PRS PROCESS**

**Complaint**
- Parent or third party files complaint

**School Response**
- DESE requests school district’s response, the “Local Report”
- School district submits Local Report

**Parent Response**
- Parent response to the school Local Report

**Decision**
- Within 60 days of complaint, DESE issues written “Letter of Finding” with decision and “corrective actions”
HOW TO FILE A PRS COMPLAINT

• File aPRS complaint [online](#), or print form to scan, fax, or mail

• PRS office: 781-338-3700

• MAC’s Helpline: (617) 357-8431 or [massadvocates.org/helpline](http://massadvocates.org/helpline)

• [Sample PRS complaint](#) developed by EdLaw