

How to Access State Complaints

For Local Districts



This how-to document is intended for districts and will explain how to view, access, and respond to state complaints through CIMS.

ACCESS COMPLAINT



The district's CIMS Coordinator and ISD Representative will receive a notification via email if a state complaint has been filed against your district.

1. Log into [CIMS](https://www.cimsmichigan.org) (<https://www.cimsmichigan.org>).
2. From the home page, go to the **Policy tab**.
3. To view a complaint that has been filed against your district, leave all fields blank and click **Search**. This will show any applicable complaints for your district.
4. To view the complaint, click on the **Name link** (e.g. B-Complaint-Feb2017-XXXX-XX-XXXXX-17-0040)



Note: The State Complaint will not show on your task list unless a Corrective Action Plan (CAP) or Student Level Correction Action Plan (SLCAP) has been issued. Your district may still need to respond to a request for additional information regarding the complaint during the investigation.

VIEW COMPLAINT

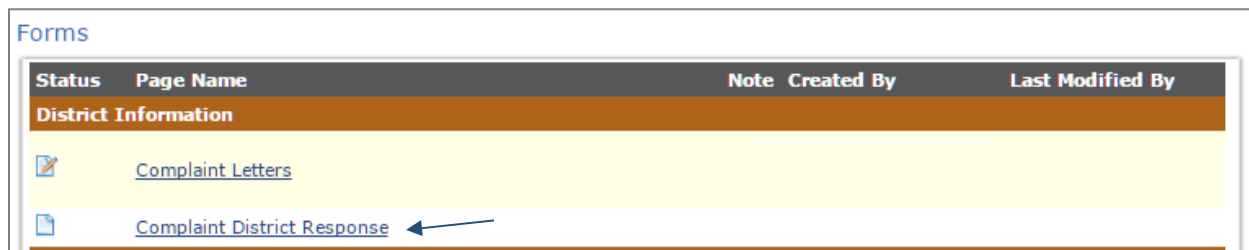
5. Once you have accessed a complaint, you may view the original complaint filed to MDE under the **Complaint Letters link** on the Forms menu.
6. Download and view the original complaint in PDF format by clicking on the **Original Complaint link** on the Complaint Letters page.

Forms

Status	Page Name	Note	Created By	Last Modified By
District Information				
	Complaint Letters ←			
	Complaint District Response			

RESPOND TO COMPLAINT

- Any district responses to this complaint may be uploaded to the District Response page. Click on the **Complaint District Response link** on the Forms menu to access this page.



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	Complaint Letters			
	Complaint District Response			

- On the Complaint District Response page, upload any needed documentation for the complaints investigation using the **Browse** button. Enter the document title, date and any additional comments as needed.

WHAT HAPPENS NOW?

First, the state complaint investigator will review the complaint filed against your district and determine if there is enough information to continue. During this process, they may request additional information from your district.

When there is enough information to proceed, the investigator will gather additional information by examining the issues outlined in the complaint, reviewing documents, interviewing staff, etc. After completing the investigation, the Office of Special Education (OSE) Program Accountability Unit will determine whether to issue a CAP and/or SLCAP to address the issues. If a CAP and/or SLCAP is issued, this will show on your task list as a Complaint CAP or a Complaint SLCAP.

For more information on how to address a Complaint CAP, please visit the [CIMS Training Website](#) and review the *How to Complete a Complaint in CIMS* webinar recording or presentation materials.