

Complaint Investigations Update

Program	NEIS South
Issue	Reported failure to provide speech services.
Complaint Number	202502
Date Filed	12/19/2024
60 day timeline	2/17/2025
Investigator	Lauren Roscoe and Jennifer Kellogg
Report Released	2/15/2025
Corrective Action Due by	10/17/2025
Child Resolution	Compensatory visits owed to the family for speech therapy and special instruction. This child is currently receiving compensatory services with the program via new team . Systemic correction is also required and will entail trainings and development of new policies and procedures which must be approved by IDEA Part C.
System Resolution	Investigation completed 02/15/2025. Program is working on their CAP.