

1. Options for parents with K-12 school concerns or issues. Parties can file parallel complaints with different agencies
2. **Filing with ICRC a discrimination complaint against a local school district.**
The harm done must be recent to be the subject of a complaint. A complaint with this agency must be filed within 300 days of the last incident of harm by a particular employer, housing facility, public accommodation, school, banking or credit organization. In summary, if your clients feel that harm has been done within the time limits outlined and because of protected characteristics, feel free to contact us at 1-800-457-4416 and ask to speak to someone in our Intake division about filing a complaint. The complaint form is also on our website. <https://icrc.iowa.gov/forms>. There are no costs involved in either calling our office, or for filing a complaint.
3. **Filing a federal complaint.** Education complainants should always be informed about filing with ICRC as well as DOJ/DOE. The number to call is in Chicago, the US Dept of Education, and Office of Civil Rights at (312) 730-1560. The federal filing period may be tolled when any other administrative agency is conducting an administrative investigation, but complainants should be advised to contact DOJ/DOE to get further information about their rights. Since the remedy under the Federal DOE investigation is withholding of federal funding, usually schools are fairly responsive to those investigators.
4. Parties can also contact the **Iowa Dept of Education.** Iowa DOE does not have anyone that conducts investigations. At one time, they collected complaints and when the school systems went through their normal certification process DOE may check on the outcome and make suggestions to avoid similar types of complaints.
5. **At the school district level. Every school is supposed to have an "Equity Coordinator",** or a person with a comparable title. The individuals would need to contact the school district and inquire about who is the "Equity Coordinator."
6. **Within the Iowa Department of Human Rights are located several different offices that can be of assistance:**
 - a) Office of Persons with Disabilities
Lucas State Office Bldg., 321 E. 12th St., Des Moines, IA 50319
Email: dhr.disabilities@iowa.gov (888) 219-0471(V/TTY)
Fax:(515) 242-6119
 - b) Office of Deaf Services
Phone: 515-281-3164 V/TTY
Toll-Free: 1-888-221-3724 V/TTY Fax: 515-242-6119
E mail: dhr.dsci@iowa.gov
 - c) Office of Asian and Pacific Islander Affairs
Lucas State Office Bldg., 321 E. 12th St., Des Moines, IA 50319

(515) 281-4219

d) Office of Latino Affairs

Lucas State Office Bldg., 321 E. 12th St., Des Moines, IA 50319
Tel.: (515) 281-4080 Fax:(515) 242-6119

e) Office on the Status of African Americans

Lucas State Office Bldg., 321 E. 12th St., Des Moines, IA 50319
515-281-3274 or (800) 351-4659 Fax 515-242-6119

f) Office on the Status of Women

Lucas State Office Bldg., 321 E. 12th St., Des Moines, IA 50319
Tel: 515/281-4461 or 800/558-4427 Fax: 515/242-6119

7. Education and students with disabilities. For those education complaints involving **disabled individuals**, parents may wish to contact one or more of the following agencies:

a) Iowa Protection and Advocacy -- (515) 278-2502 or 1-800-779-2502.

b) ASK Family Resource Center is a parent's advocacy, training and information center for families with youth with disabilities, 321 East Sixth Street Des Moines, IA 50309 Phone: 1-515-243-1713 1-800-450-8667 Fax: 515-243-1902.

c) The Legal Center for Special Education is co-located with ASK; its contact information is: Phone: 515-309-0033 Fax: 515-309-0035
TDD: 1-800-735-2942* *TDD services through Relay Iowa
Email: tlciowa@mcleodusa.net