Early Start Complaint Process Flow Chart **DDS** receives complaint. (email, Department of Developmental Services (DDS) fax. or USPS) Rev. 02/2025 Did violations DDS & RC meet to DDS reviews allegations and Yes occur? discuss violations & records and determines if corrective actions. DDS logs the violations have occurred. complaint and No Determination Letter DL) is determines due date. drafted (60 days) DL is routed to DDS Corrective actions are managers and legal included in DL. team for review and DDS contacts complainant if approval DDS verifies all more information is needed. required information If violations occurred, and consent is corrective actions are received due 60 days from date of DL DL is sent to **DDS sends Acknowledgment** complainant and Letter to complainant, and DDS determines RC by day 60. **Records Request to Regional** if complaint is No DDS reviews evidence of Center (RC). Records due in regarding 5 days corrective actions and school district. determines if requirements have been met Yes **CDE** investigates complaint and sends DDS refers complaint Once corrective actions Complaint determination letter to to California are approved, closure DDS and complainant. is closed. Department of letter sent to CDE prescribes and Education (CDE) complainant and RC follows up on corrective actions if needed.