**What if a parent has a concern or is not satisfied with Philadelphia Infant Toddler Early Intervention?**

We encourage parents to use ***Philadelphia Options*** as a first step to resolve a concern (s), as this will likely result in a ***timely resolution of their concern***. However, a parent can choose any of these resolution options\* at any time.

**Additional Options**

**Philadelphia Options**

**Parent contacts the Service Coordinator or the Pennsylvania Office for Dispute Resolution (ODR) at 1-800 222 3353 or at** <http://odr-pa.org/early-intervention/infant-toddler/> **to request:**

**Parent speaks with the Service Coordinator or Service Provider about a concern(s)**

**If concerns persist, parent contacts the Office of Child Development and Learning (OCDEL) at 717 346 9320 to discuss concern or to file a complaint**

**Parent tells the Service Coordinator that she wants an administrative meeting with a Philadelphia Infant Toddler Early Intervention (ITEI) County Representative**

**Or the parent contacts the:**

***Service Coordinator’s Supervisor* ChildLink: 215 731 2100 or**

**Partnership for Community Supports: 267 350 4500**

***Service Provider’s Supervisor* - Use agency phone number or email**

**The Service Coordinator notifies the ITEI Administrator & their Service Coordinator Supervisor within 24 hours of the parent’s request**

**The OCDEL EI advisor contacts the Philadelphia ITEI Administrator to determine if an immediate resolution is available**

**A Philadelphia ITEI Representative contacts the parent within 2 business days to schedule a meeting (face to face or by phone) within 7 business days of the parent’s request**

**If no immediate resolution is available, the parent can file a written complaint with OCDEL. Complaints are investigated within 60 days**

**Parent’s concerns are to be addressed promptly, with the Service Coordinator, Service Provider or Supervisor.**

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**The Philadelphia ITEI Representative documents the nature & outcome of the conversation in a letter (within 5 days of the meeting) to the parent**

**Changes are documented on the Individualized Family Service Plan (IFSP) as appropriate.**

**If a problem is identified, a plan of correction is developed within 30 days after the investigation**