

## Family's Right to Disagree

If you disagree with your child's evaluation or don't think that your child is getting the services he or she needs, or if you think the law is not being followed, or your rights have been violated, you have a right to voice your concerns and be heard.

### When you disagree, you have options:

#### Work it Out Informally

You may try to work the problem out informally by meeting with your service coordinator and/or your *Early On* team.

#### Request Mediation

You may choose mediation, which is a voluntary process where a neutral third party helps the parents and providers resolve disagreements. Mediation is free. Call 1-800-8-RESOLVE (1-800-873-7658) or visit [msemp.cenmi.org](http://msemp.cenmi.org).

#### File a Complaint

You have the right to file a written complaint with the Michigan Department of Education and your local intermediate school district and have your complaint investigated. Filing a complaint is free. To access the Request for the State Complaint Investigation, visit the Family Resources section of the *Early On* page at: [michigan.gov/earlyon](http://michigan.gov/earlyon). You may also call the Michigan Department of Education at 1-888-320-8384.

#### Request a Due Process Hearing

If you disagree about the identification, evaluation, eligibility, or services related to your child, you have a right to request a due process hearing. You may choose to have your service coordinator help you with this request. If your request goes to a hearing, you will need legal representation. You can view the Model Due Process at [michigan.gov/earlyon](http://michigan.gov/earlyon). You may also call the Michigan Department of Education at 1-888-320-8384.



Scan this QR Code using an app your smartphone or tablet. Or, type [1800earlyon.org/family](http://1800earlyon.org/family) into any web browser to access information and forms related to *Early On*.



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# Early On<sup>®</sup> Michigan Your Family has Rights!



This brochure is an overview rather than a complete account of your family's rights and procedural safeguards. Refer to 34 CFR 303 for further guidance.  
[www.1800EarlyOn.org/Regs](http://www.1800EarlyOn.org/Regs)

1-800-EARLY ON (327-5966)  
[1800EarlyOn.org](http://1800EarlyOn.org)

# You have rights!

## Family's Right to Service Coordination

If your child qualifies for *Early On*, a service coordinator will be assigned, at no cost to you, to help you plan supports and activities for your child. Your service coordinator will help make sure your child and family receive the rights and services that your child and family are eligible to receive.

## Family's Right to Participate

As a family, you are part of an *Early On* team and you have the right to work together with the team as an equal partner to decide the services and/or activities your child needs.

## Family's Right to a Plan

If your child is found eligible for *Early On*, an Individualized Family Service Plan (IFSP) must be written by the *Early On* team and you must be given a copy. The IFSP must be reviewed at least every six months or whenever it needs to be changed. The IFSP must show what is needed to support your child and family based on your concerns, priorities and resources. At least 90 days before your child turns three, an IFSP must be written that will address the next steps for your child following their third birthday.

## Family's Right to Understand

If you do not speak English or if you use sign language or another way to communicate, *Early On* must work with you to ensure you are able to understand the information being shared.

## Family's Right to Give Permission

*Early On* must tell you all about your child's evaluation and the services recommended for your child. You have the right to say yes or no to the services and supports offered.

## Family's Right to Support

You may choose to have a member of your family, a friend, or an advocate as part of your *Early On* team with you at IFSP meetings. This may help you feel more confident about making decisions.

## Family's Right to be Told About Changes

You have the right to be told when a change is being made in your child's services. You must be given written notice before changes are made to your child's eligibility and/or services.

## Family's Right to Services in Natural Environments

Services for your child must be provided primarily in the home or community-based locations.

## Family's Rights to Privacy

No information about you or your family can be given to anyone else without your permission. When your child leaves *Early On*, plans for your *Early On* paperwork to be maintained or transferred will be discussed.

## Family's Rights to Look at Your Child's Records

You may ask to look at your child's or family's records at any time. You have the right to ask for a change if you think something in the record is wrong. You may ask for a copy of the records. You may ask that someone else look at your records.

