

Parents, guardians, or other interested parties acting on behalf of bilingual students may file a complaint with the Illinois State Board of Education when they feel that some aspect of state law (105 ILCS 5/14C1-13) or federal law (No Child Left Behind Act of 2001-Public Law 107-110) has been breached. Complaints may include but are not limited to such areas as enrollment, placement, program services, assessment or extra curricular participation in school activities.

Formal complaints must:

- Be in writing
- Provide a statement of the problem
- Explain which federal or State law(s) has/have been allegedly violated by the district (If known)
- Be signed and dated
- Provide contact information
 - Name
 - Mailing address
 - Telephone number
 - E-mail address

Complaints are to be sent to:

Robin M. Lisboa, Division Administrator
Illinois State Board of Education
Division of English Language Learning
100 W Randolph, Suite 14-300
Chicago, Illinois 60601

Individuals needing additional assistance may call 312-814-3850.

What happens after your complaint is received by the Illinois State Board of Education?

The Division Administrator will assign the complaint to a staff member for additional investigation. Parents may expect ISBE DELL follow up within 5-10 working days of receiving the written complaint. The Division takes written complaints seriously and they will be treated as confidential.