

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 extracurricular 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:

Illinois State Board of Education
Division of English Language Learning
100 W Randolph, Suite 14-300
Chicago, Illinois 60601
Attn: Complaints

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 30 business days of receiving the written complaint. The Division takes written complaints seriously and they will be treated as confidential.