

Alabama Specialized Treatment Center (STC) Complaint Process

Revised April 9, 2026

- 1. Purpose and Applicability.** This complaint process, established pursuant to Section VII of the Settlement Agreement between the United States and the State of Alabama, establishes a mechanism for parents, legal guardians, Educational Surrogates, service providers, STC staff, and students in Psychiatric Residential Treatment Facilities (PRTFs) to communicate complaints about any STC.

2. Methods of Complaint Submission to ALSDE and ADHR.

A person making a complaint may choose from the following methods to lodge his or her complaint:

Email addresses: STCinfo@ALSDE.edu or STCEducation@dhr.alabama.gov or [Submit a Compliant](#)

- **Mail:**

- Office of Specialized Treatment Centers, Alabama State Department of Education, P.O. Box 302101, Montgomery, AL 36230-2101.
- Alabama Department of Human Resources, Attn: Family and Children Services, Education Liaison, P.O. Box 304000, Montgomery, AL 36130-4000

- **Oral Submission:** Complainants may submit a complaint orally via:

- 334-694-0233 Process Final (ALSDE Office of Specialized Treatment Centers).
- 334-242-9500 (ADHR Family and Children Services, Education Liaison)

- A person may submit his or her complaint anonymously using any of the above methods.

- 3. Memorialization of Oral Complaints.** If a complainant makes an oral complaint, the receiving staff member will promptly memorialize the complaint in writing and attempt to record information requested on the written complaint form. The written memorialization will be addressed in the same manner as written complaints.

4. Complaint Transmission and Information Sharing.

- A. When ALSDE or ADHR receive a complaint about an STC or have a complaint regarding something which occurred in the STC or by an STC staff member or to a

student enrolled at an STC, whether the complaint is received using the STC complaint form or otherwise, they will promptly share the complaint with the other party.

- B. All complaints concerning an STC must be transmitted to ALSDE.
- C. All complaints will be made available to the designated Protection and Advocacy Agency upon their request.
- D. The ALSDE and ADHR will compile and produce copies of each received complaint to the United States Department of Justice as part of their annual compliance reporting.

5. Investigation and Resolution

- A. ALSDE is the primary agency tasked with the investigation and resolution of STC complaints. However, ALSDE and ADHR have overlapping authority to investigate and take additional steps regarding any complaint toward a child enrolled at an STC, or allegations of such complaint about a person working at an STC or serving students at an STC.
- B. When ALSDE receives a complaint, it will investigate the allegations to determine the validity of the complaint and implement necessary corrective resolutions. If the complaint pertains to a person who holds any type of certification, license, or permit, issued by the ALSDE, it may pursue administrative action against that individual pursuant to the Alabama Administrative Procedure Act and related regulations.
- C. Simultaneously, depending on the complaint, ALSDE may take steps to remove an STC's educational endorsement, funding, or students. The ALSDE may also follow up with the Local Education Authority (LEA) and STC to address the educational components of the complaint. ALSDE will also share information about its investigation and its resolution with ADHR.
- D. Likewise, ADHR will share information (without a subpoena and pursuant to any necessary interagency agreement) with the ALSDE that may affect or pertain to students at an STC.
- E. To facilitate the investigation of complaints, the ALSDE and DHR will execute any necessary interagency agreements so that needed background information may be shared regarding student education records or DHR records.
- F. ADHR will also review the complaint and follow up with the PRTF which operates the STC as needed to address the non-educational components of the complaint.
- G. ALSDE may consult with ADHR by contacting the DHR educational liaison, where appropriate.
- H. Any complaint involving alleged possible criminal activity or wrongdoing will also be forwarded to law enforcement for further investigation.

- 6. Publication and Notice Requirements.** To ensure the targeted stakeholders are aware of their rights, this complaint process will be publicly posted on the ALSDE's website, provided at admission to each PRTF by ADHR, and at each STC.