

LDOE Complaint Process Performance Audit

October 3, 2023

On September 20, 2023, the Louisiana Legislative Auditor released a performance audit of the Louisiana Department of Education's (LDOE) process to address complaints related to students with disabilities. The audit, which was conducted in response to legislative interest, is the first in a series of reports that will evaluate LDOE's oversight of students with disabilities who receive special education services in Louisiana.

The Legislative Auditor was thorough in its review of LDOE's processes. They:

- Interviewed and/or surveyed LDOE staff, Special Education Directors and parents;
- Reviewed LDOE's consultant reports;
- Researched applicable state and federal laws, regulations and policies, including interviews with other state education departments; and
- Reviewed complaints filed with LDOE

The audit cites multiple findings:

- During the 2021 – 2022 academic year, LDOE did not address all allegations received through its dispute email.
- LDOE could increase trust in its complaint process by making it more accessible, user-friendly and transparent.
- Increase in outreach to parents is needed to help them navigate and answer questions about the dispute process.

To review the audit in its entirety and see the list of recommendations provided by the Louisiana Legislative Auditor, [click here](#). Page seven of the audit provides a brief summary of the findings and recommendations.

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