

The Problem Resolution System (PRS) is the Department of Elementary and Secondary Education's (DESE) system for addressing complaints about students' educational rights and the legal requirements for education. If you feel that the school or district has violated a student's rights, you can submit a complaint online through the PRS Intake Form ([here](#)). If you need to access the form in a language other than English, it's available to download in other languages on the website.

After you file a complaint, PRS will tell the school district about your complaint and ask the school district for more information. They will share the district's response with you and might also reach out to you for more information. Then, PRS will make a decision. If they decide that the school didn't follow the law, they will order the school district to correct the violation.

### **Quick Guide: How to Fill Out an Online DESE PRS Complaint**

This guide walks you through how to fill out the complaint through the online system, and tells you what information to include in each section of the complaint.

<https://www.youthadvocacyfoundation.org/s/PRS-Online-Complaint-Quick-Guide.pdf>

### **Student Rights Guides**

These guides describe students' education rights and the laws that relate to disciplining students, providing special education, reporting bullying, and ensuring that students get the education they are entitled to during Covid-19 school closures.

There is a section on the PRS complaint form called "**Brief statement of concern(s)**," where you explain why you're submitting the complaint. Looking at the appropriate section(s) of these guides while you're filling out the complaint can help you match your concerns to a legal requirement. If you find a requirement that the school or district didn't follow, the guides include language from the law that you can copy and paste into your complaint.

The most important part of submitting a PRS complaint is describing what's happening to prevent the student from getting the education they're entitled to. Students have rights beyond what is included in these guides. The guides are not legal advice and we cannot guarantee any particular outcome for your complaint, the guides are simply a tool you can use to help you as you fill out the complaint. It is also possible that your specific situation may not fit neatly into the information provided in the guide. If after looking through these guides you are still unsure of what to say or which guide applies to you, please call the EdLaw Project intake line at 617-910-5829.

## Table of Contents

School Discipline -- Students' rights when the school is trying to suspend or expel them.

There are different laws and requirements depending on why the school is disciplining the student, choose the appropriate guide below:

<p>Expellable Offense Guide:</p> <p>Students who are being accused of bringing a weapon or drugs to school, or of assaulting school staff.</p> <p><i>(Coming Soon)</i></p>	<p>Felony Complaint Guide:</p> <p>Students who are being excluded from school because a felony complaint or adjudication that is unrelated to school.</p> <p><i>(Coming Soon)</i></p>	<p>Violation of School Code of Conduct Guide:</p> <p>Students who are being accused of violating something in the school's code of conduct.</p> <p><a href="#"><i>(Link to 37H ¾ PDF here)</i></a></p>
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Bullying -- The laws that a school has to follow when they learn that a student has been bullied.  
[\*\(Link to bullying PDF here\)\*](#)

Special Education -- Students' rights to access special education services and the laws that school districts have to follow throughout the special education process. *(Coming Soon)*

Covid-19 School Closures -- Students' rights to access education during remote learning.  
*(Coming Soon)*