



What to Do if Families Have Concerns About a Child's EI Services



If the child is birth to age 3:

- 1 Families should discuss concerns with their service coordinator at The Alliance for Infants and Toddlers.
- 2 If concerns continue, families can contact the service coordinator supervisor at The Alliance for Infants and Toddlers by calling 412-885-6000.
- 3 If concerns persist, families can contact the local EI program supervisor at the Allegheny County Office of Behavioral Health/Early Intervention Services by calling 412-350-4456.
- 4 If concerns are not resolved, families can contact the PA Office for Dispute Resolution (ODR) at 800-222-3353 to receive assistance from a trained mediator to help solve disagreements. Or, families can contact the Office of Child Development and Early Learning at 717-346-9320 to discuss issues and/or file a complaint.

If the child is age 3–age of beginning school:

- 1 Families should discuss concerns with their preschool EI interventionist/teacher and/or preschool service coordinator from Pittsburgh Public Schools or the Allegheny Intermediate Unit.
- 2 If concerns continue, families can contact the local Preschool EI supervisor or LEA at Pittsburgh Public Schools by calling 412-529-4000 or the Allegheny Intermediate Unit by calling 412-394-5904.
- 3 If concerns are not resolved, families can contact the PA Office for Dispute Resolution (ODR) at 800-222-3353 to receive assistance from a trained mediator to help solve disagreements. Or, families can contact the Office of Child Development and Early Learning at 717-346-9320 to discuss issues and/or file a complaint.

Source: [A Family's Introduction to Early Intervention in PA](#) (PATTAN, revised April 2021)



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