



**NORTH CAROLINA  
DEPARTMENT OF PUBLIC INSTRUCTION**

Maurice "Mo" Green, Superintendent of Public Instruction

www.dpi.nc.gov

February 23, 2026

Dr. Robert P. Taylor, Superintendent  
Wake County Public School System  
5625 Dillard Drive  
Cary, NC 27518  
[rptaylor@wcpss.net](mailto:rptaylor@wcpss.net)

Ms. Cari Carson, Esq.  
Disability Rights North Carolina  
801 Corporate Center Drive  
Raleigh, NC 27607  
[cari.carson@disabilityrightsncc.org](mailto:cari.carson@disabilityrightsncc.org)

VIA DPI ENCRYPTED EMAIL

**Re: Disability Rights NC – Wake County Public School System  
Intake Letter: Complaint Number 25-396**

Dear Dr. Taylor and Ms. Carson:

On February 20, 2026, the Office of Exceptional Children (OEC) received a complaint filed by Ms. Carson on behalf of [REDACTED] and her child, [REDACTED] and [REDACTED] and her child, [REDACTED]. The Complainant alleges that the Wake County Public School System (WCPSS) failed to follow federal and state laws regarding children with disabilities.<sup>1</sup> Based upon statements in the complaint, the OEC has identified the following issues for investigation:

**Whether WCPSS followed the *federal regulations, state law and/or state policies specific to children with disabilities* regarding implementation of the students' Individualized Education Programs (IEPs) (34 CFR 300.323), specific to the provision of special transportation services.**

A systemic complaint is a complaint that alleges that a public agency has a policy, practice, or procedure that is applicable to a particular group or category or similarly situated children. As noted in North Carolina's *Formal State Complaint Procedures for Students with Disabilities*, a systemic complaint is expected to state the **policy, practice, or procedure** implemented in the LEA that contributed to the alleged violation. The Complainant has not provided the policy, practice, or procedure that contributed to the alleged failure to provide special transportation; therefore, the systemic allegation will not be investigated.

Under 34 CFR 300.153(c), the complaint must allege a violation that occurred not more than one year prior to the date that the complaint is received in accordance with § 300.151. Therefore, the Complainant's allegations prior to February 21, 2025, will not be investigated.

<sup>1</sup>The Individuals with Disabilities Education Improvement Act (IDEA) Amendments of 2004 (20 U.S.C. 1400 et seq.), the IDEA regulations (34 CFR § 300), Article 9 §115C of the North Carolina General Statutes, and the North Carolina *Policies Governing Services for Children with Disabilities*.

**OFFICE OF EXCEPTIONAL CHILDREN**

Dr. Carol Ann M. Hudgens, Senior Director | [CarolAnn.Hudgens@dpi.nc.gov](mailto:CarolAnn.Hudgens@dpi.nc.gov)  
6356 Mail Service Center, Raleigh, North Carolina 27699 | (984) 236-2550

An investigation of the identified issues will be completed, and the final report will be sent on or before April 21, 2026, in accordance with the 60-day timeline. The report will contain a corrective action plan if the investigation results in a finding of noncompliance.

The special education laws strongly encourage the parties to engage in dispute resolution at the local level to resolve the complaint in a timely manner for the benefit of the child. The OEC can provide an impartial mediator at the request of the parties to assist in that process. The 60-day timeline can be extended if exceptional circumstances exist, or the parties are engaged in mediation and agree to the extension. If the complaint is resolved to the satisfaction of both parties, a signed, written agreement must be provided to the consultant assigned to the investigation, as listed at the end of this letter.

Both parties are encouraged to send any documentation that supports their positions **within 15 days of receiving the encrypted email of this letter**. The LEA shall provide this office a written narrative response to the allegations **no later than the 15th day, March 10, 2026**. After the 15th day, no further evidence will be accepted as part of this investigation from either party. Should the complainant have evidence to submit that could indicate an additional violation, not already being investigated, they may submit a formal state complaint to be considered as a new and independent issue. Additionally, the LEA shall provide this office with proposed resolutions, if appropriate, and copies of the documents listed below.

**Please send a copy of the following documents for the period February 21, 2025, through February 20, 2026:**

Student [REDACTED]

1. Any relevant IEP Team meeting documents ***not already located*** in the Every Child Accountability Tracking System (ECATS).
2. Any written correspondence related to the identified issue.
3. Evidence to support the provision of special transportation services.
4. Student daily schedules 24-25 and 25-26.
5. A detailed narrative response addressing the identified issues, ***including an explanation of the student's individualized transportation services***, with noted references to the student's educational records or any email communication provided to the OEC.
6. Any additional information deemed relevant to the investigation.

Student [REDACTED]

7. Any relevant IEP Team meeting documents ***not already located*** in the Every Child Accountability Tracking System (ECATS).
8. Any written correspondence related to the identified issue.
9. Evidence to support the provision of special transportation services.
10. Student daily schedules 24-25 and 25-26.
11. A detailed narrative response addressing the identified issues, ***including an explanation of the student's individualized transportation services***, with noted references to the student's educational records or any email communication provided to the OEC.
12. Any additional information deemed relevant to the investigation.

***Note: NCDPI cannot receive encrypted documents. Documents may be submitted via email, shared Google folder, SharePoint, or other means agreed upon with the Complaint Investigator.***

If a due process petition that contains one or more of the same allegations has been or is filed with the Office of Administrative Hearings, the OEC will set aside the investigation of those allegations

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until the conclusion of the hearing. The consultant assigned to this case will investigate any allegations not included in the due process petition.

The investigation of this complaint has been assigned to Polly Lilly, Dispute Resolution Consultant. **Please send all correspondence to Ms. Lilly in a confidential, electronic format.** If you (WCPSS) are unable to send the required documents and narrative response in an electronic format, please contact her. You may contact Ms. Lilly at [polly.lilly@dpi.nc.gov](mailto:polly.lilly@dpi.nc.gov) or (984) 236-2567 if you have any questions about the complaint process or wish to provide more information.

Sincerely,

  
Sara Self-Maddox, Section Chief  
IDEA Dispute Resolution  
Office of Exceptional Children

  
Polly Lilly, Consultant  
IDEA Dispute Resolution  
Office of Exceptional Children

SSM/PL/pl

Procedural Safeguards: <https://www.dpi.nc.gov/media/11182/download?attachment>

- c Lisa Allred, Assistant Superintendent, Special Education Services, WCPSS  
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- Leigh Mobley, Senior Director, Policy, Special Education Services, WCPSS  
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- Susanna Webb, Executive Assistant to Dr. Robert Taylor, WCPSS  
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- Dr. Eleanor Patrick, IDEA Consultant, Regional Administrative Support, OEC