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<th>Local Options</th>
<th>Description</th>
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<td></td>
<td>A phone call, email, letter, or meeting between the family and teacher/school administrator to address concerns</td>
<td>To discuss and resolve concerns about a child’s education</td>
<td>Provides an opportunity for the school and family to engage in effective communication and problem solving</td>
<td>A quick and effective way to resolve the disagreement</td>
<td>Family and school</td>
<td>No specific timeline</td>
<td>There is no formal request form. The family and school can contact each other to identify and resolve concerns in a way that works for them. It is suggested that families communicate with the school in writing, using email or written letter and keep a copy of all communication.</td>
<td>Parent Guide to Special Education (English) (Spanish) Individuals with Disabilities Education Act (IDEA) Chapter 14: Special Education Services and Programs Procedural Safeguards Notice (with audio and video) ODR’s Parent Resource Library PaTTAN Parent Information Rights Done Right: The Procedural Safeguards in Plain Language (English) Parents’ Rights: Understanding the Procedural Safeguards Notice - English Version - Spanish Version CADRE Working Together Online Learning Series Resolving Disagreements Communication Tips for Building Strong Partnerships Organizations to contact: • Consulting • PEAC • HUNE • Mission Empower</td>
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<tr>
<td>IEP Facilitation</td>
<td>A voluntary process where a neutral, trained facilitator assists the IEP team with communication and problem solving during the IEP meeting</td>
<td>To engage the team productively, to communicate effectively, and to resolve conflicts related to the IEP that arise during the meeting</td>
<td>Builds relationships among IEP team members</td>
<td>A completed IEP that has been developed with input from all team members</td>
<td>IEP Team</td>
<td>The IEP Meeting is scheduled by the IEP Team. Parents or schools should request IEP Facilitation as soon as they know of an upcoming IEP meeting, preferably two weeks prior to the meeting.</td>
<td>A parent or school requests facilitation services for the IEP meeting through ODR. Both parent and school must agree to use IEP Facilitation.</td>
<td>IEP Facilitation Overview IEP Facilitation Brochure (English) (Spanish) Preparing for your Facilitated IEP (English) (Spanish) IEP Facilitation Video IEP Facilitation: Voices From the Field Video IEP Facilitation: A Guide for Parents of Children and Youth (CADRE) (English) (Spanish)</td>
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<tr>
<td>Mediation</td>
<td>A voluntary process that brings people together with a mediator, who helps the parties communicate with each other in an attempt to reach agreement about the issues in dispute</td>
<td>To help the parent and school resolve disagreements about special education and related services</td>
<td>Scheduled in a timely way</td>
<td>Agreement is generally reached during a single session</td>
<td>Parent/Guardian and the School</td>
<td>No specific timeline but held in a timely manner</td>
<td>A parent or school requests mediation through the ODR. Both parent and school must agree to use mediation</td>
<td>Mediation Overview Mediation Guide (English) (Spanish) Mediation Brochure Special Education Mediation: A Guide for Parents of Children and Youth (CADRE) (English) (Spanish) The Rights Done Right: The Right to Mediation video</td>
</tr>
<tr>
<td>Resolution Meeting Facilitation</td>
<td>An optional process that involves a neutral, trained facilitator who assists the parent and school in discussions about the issues and facts identified in the due process complaint</td>
<td>To help the parent and school work productively to resolve the dispute before a due process hearing takes place</td>
<td>The opportunity to issues are resolved by those who know the child and the school and not by a third party</td>
<td>A legally binding written agreement that has been agreed on by both the parent/guardian and the school</td>
<td>Parent/Guardian and the School</td>
<td>Resolution Meetings are held within 15 days of the school receiving notice of the due process complaint. ODR will send a facilitator up to 30 days after a due process request has been received.</td>
<td>A parent or school requests resolution meeting facilitation services through ODR.</td>
<td>Resolution Meeting Guide (English) (Spanish) Resolution Meeting Facilitation Brochure (English) (Spanish) Resolution Meeting Facilitation Fact Sheet (English) (Spanish) Resolution Meeting Facilitation Rack Card (English) (Spanish) Resolution Meeting Videos Special Education Resolution Meetings: A Guide for Parents of Children and Youth (CADRE) (English) (Spanish)</td>
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<tr>
<td>Hearing Officer Settlement Conference (HOSC)</td>
<td>A service where parties who are close to a resolution, but have identified sticking points or roadblocks, can work with a Settlement Hearing Officer to see if the sticking points can be overcome so that the parties can avoid a hearing and move to finalizing a resolution.</td>
<td>Can offer the parent and the school perspectives on issues and roadblocks that are holding up a settlement</td>
<td>Some through telephone calls so it is fairly easy to schedule</td>
<td>A settlement is reached and the need for a due process hearing is eliminated</td>
<td>Parent/Guardian and the School</td>
<td>Hold any time after due process is requested but prior to the written hearing officer decision</td>
<td>Requested through the assigned due process case manager</td>
<td>Hearing Officer Settlement Conference Guide (English) (Spanish)</td>
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**Parent Guide to Special Education (English) (Spanish) Information:**

- **Individuals with Disabilities Education Act (IDEA):**
  - Chapter 14: Special Education Services and Programs
  - Procedural Safeguards Notice (with audio and video)
- **ODR’s Parent Resource Library**
- **PaTTAN Parent Information**
- **Rights Done Right: The Procedural Safeguards in Plain Language (English)**
- **CADRE Working Together Online Learning Series**
- **Resolving Disagreements**
- **Communication Tips for Building Strong Partnerships**
- **Organizations to contact:**
  - Consulting
  - PEAC
  - HUNE
  - Mission Empower

**Mediation Overview:**

- **Mediation Guide (English) (Spanish)**
- **Mediation Brochure**
- **Special Education Mediation: A Guide for Parents of Children and Youth (CADRE) (English) (Spanish)**
- **The Rights Done Right: The Right to Mediation video**

**Resolution Meeting Guide (English) (Spanish):**

- **Resolution Meeting Guide (English) (Spanish)**
- **Resolution Meeting Facilitation Brochure (English) (Spanish)**
- **Resolution Meeting Facilitation Fact Sheet (English) (Spanish)**
- **Resolution Meeting Facilitation Rack Card (English) (Spanish)**
- **Resolution Meeting Videos**
- **Special Education Resolution Meetings: A Guide for Parents of Children and Youth (CADRE) (English) (Spanish)**

**Hearing Officer Settlement Conference Guide (English) (Spanish):**

- **Hearing Officer Settlement Conference Guide (English) (Spanish)**
| **Due Process Hearing** | **A legal proceeding in front of a hearing officer, who acts as a judge.** | **To resolve disagreements between the school and parent about the identification, evaluation, educational placement, and the child’s right to a Free and Appropriate Public Education (FAPE).** | **A decision is made by an impartial expert on special education law.** | **The hearing officer writes a legally binding decision that addresses the issues involved in the due process complaint.** | **An impartial Hearing Officer.** | **Timelines vary depending on the requesting party and the issue(s) of the complaint.** | **Parent/guardian or the school submits a written due process complaint to the Office for Dispute Resolution and copies the other party. The law requires certain information be included in a due process complaint. The Due Process Complaint Notice can be used.** | **Due Process Complaint Notice (English and Spanish).** | **Due Process Overview page** | **Due Process Procedures page** (with videos) | **Mock Due Process video** | **Due Process Fact Sheet (English and Spanish).** | **Due Process Fact Sheet (English and Spanish).** | **General Due Process Hearing Timelines** | **Understanding Special Education Due Process Hearings: A Parent’s Guide (English and Spanish).** | **Dispute Resolution Manual (English and Spanish).** | **Due Process Complaints/Hearing Requests: A Guide for Parents and Youth (CADRE) (English and Spanish).** | **The Rights Done Right: The Right to Request a Due Process Hearing video** |
| **Written State Complaint/Bureau of Special Education Division of Compliance Complaint** | **A written complaint requesting an investigation of the school or public agency responsible for following state and federal special education laws.** | **To determine if there are violations of state and federal special education laws impacting the child’s right to a Free and Appropriate Public Education (FAPE).** | **An investigation is done by a BSE complaint specialist to determine if there is a compliance violation.** | **If appropriate, a corrective action can be assigned to the school in order to correct the violation that denied the child FAPE.** | **BSE Complaint Specialist.** | **60 days from the time the written complaint is filed.** | **A signed, written complaint must be submitted to the Bureau of Special Education (BSE).** | **Bureau of Special Education Complaint Form and Information Packet (English and Spanish).** | **Complaint Resolution Procedures** | **State Complaint Process** | **Special Education Written State Complaint: A Guide for Parents and Youth (CADRE) (English and Spanish).** | **The Rights Done Right: The Right to File a Complaint video** |