

	Description	Purpose	Benefits	Desired Outcome	Decision Maker	Timelines	How to Request	Resources
Local Options	A phone call, email, letter or meeting between the family and teacher/school administrator to address concerns	To discuss and resolve concerns about a child's education	Provides an opportunity for the school and family to engage in effective communication and problem solving	A quick and effective way to resolve the disagreement	Family and school	No specific timeline	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.	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 videos) ODR's Parent Resource Library PaTTAN Parent Information Rights Done Right: The Procedural Safeguards in Plan Language (video) Parents' Rights: Understanding the Procedural Safeguards Notice <ul style="list-style-type: none"> • English Version • Spanish Version CADRE Working Together Online Learning Series Resolving Disagreements Communication Tips for Building Strong Partnerships Organizations to contact: <ul style="list-style-type: none"> • ConsultLine • PEAL • HUNE • Mission Empower
IEP Facilitation	A voluntary process where a neutral, trained facilitator assists the IEP team with communication and problem solving during the IEP meeting	To engage the team productively, to communicate effectively, and to resolve conflicts related to the IEP that arise during the meeting	Builds relationships among IEP team members All team members feel heard Provides the opportunity for IEP team members to resolve conflicts if they arise May help to avoid more costly litigation	A completed IEP that has been developed with input from all team members	IEP Team	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.	A parent or school requests facilitation services for the IEP meeting through ODR. Both parent and school must agree to use IEP Facilitation. IEP Facilitation Request Form (English and Spanish)	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)
Mediation	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	To help the parent and school resolve disagreements about special education and related services	Scheduled in a timely way Agreement is generally reached during a single session Promotes a positive relationship between the family and the school Focuses on mutual problem solving Less adversarial than a due process hearing Decisions are made by those who know the child	A legally-binding written agreement that has been agreed on by both the parent/guardian and the school	Parent/Guardian and the School	No specific timeline but held in a timely manner	A parent or school requests mediation through the ODR Both parent and school must agree to use mediation Mediation Request Form (English and Spanish)	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 Facilitation	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	To help the parent and school work productively to resolve the dispute before a due process hearing takes place	Parents and school have the opportunity to Issues are resolved by those who know the child and the school and not by a third party Greatly reduces the time and costs involved in a due process hearing	A written, signed, and legally binding agreement that resolves the issues listed in the due process complaint and eliminates the need for the due process hearing	Parent/ Guardian and the School	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.	A parent or school requests resolution meeting facilitation services through ODR RM Facilitation Request Form (English and 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 (English) (Spanish)
Hearing Officer Settlement Conference (HOSC)	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 can move to finalizing a resolution.	Can offer the parent and the school perspectives on issues and roadblocks that are holding up a settlement	Done through telephone calls so it is fairly easy to schedule A due process hearing may be avoided	A settlement is reached and the need for a due process hearing is eliminated	Parent/Guardian and the School *attorneys may be part of the process, if represented	Held any time after due process is requested but prior to the written hearing officer decision	Requested through the assigned due process case manager Both parent and school must agree to participate	Hearing Officer Settlement Conference web page Hearing Officer Settlement Conference video Hearing Officer Settlement Conference Parent 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 See resources for specific timeline information	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) (Spanish) Expedited Due Process Fact Sheet (English) (Spanish) General Due Process Hearing Timelines When the Parent Files a Complaint Understanding Special Education Due Process Hearings: A Parent's Guide (English) (Spanish) Dispute Resolution Manual (English) (Spanish) Due Process Complaints/Hearing Requests: A Guide for Parents and Youth (CADRE) (English) (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	Based on a fact finding investigation process, the BSE complaint specialist issues a Complaint Investigation Report (CIR) indicating whether any corrective action is needed	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) (Spanish)	Complaint Resolution Procedures State Complaint Process Special Education Written State Complaint: A Guide for Parents and Youth (CADRE) (English) (Spanish) The Rights Done Right: The Right to File a Complaint video