

## Dispute Resolution and Complaint Resources

### General Dispute Resolution Resources

#### Laws and Regulations

- The Individuals with Disabilities Education Improvement Act of 2004, Section 1415 (b) [20 U.S.C. § 1415 (b)]  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cstatute%2CI%2CB%2C615%2C>
- Massachusetts General Laws Chapter 71B, Section 3 (M.G.L. Ch. 71B § 3)  
<http://www.mass.gov/legis/laws/mgl/71b-3.htm>
- Title 603 of the Code of Massachusetts Regulations, Section 28.08 (603 C.M.R. 28.08)  
<http://www.doe.mass.edu/lawsregs/603cmr28.html?section=08#start>

#### Articles

- IDEA Dispute Resolution Processes Comparison Chart **(PDF)**  
<http://www.directionservice.org/pdf/IDEA%20DR%20Process%20Comparison%20Chart.pdf>
- IDEA 2004 Close Up: Resolving Disagreements Between Parents and Schools  
<http://www.schwablearning.org/articles.aspx?r=1092>
- Questions and Answers On Procedural Safeguards and Due Process Procedures For Parents and Children With Disabilities  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cdynamic%2CQaCorner%2C6%2C>
- Some Common Sense Steps to Resolving Disagreements Between Parents and Schools  
<http://www.idonline.org/article/5921>
- State Complaint/Due Process Complaint Comparison Chart **(PDF)**  
<http://www.doe.mass.edu/sped/complaintchart.pdf>

#### Guides

- Beyond Mediation: Strategies for Appropriate Early Dispute Resolution in Special Education **(PDF)**  
<http://www.directionservice.org/pdf/Beyond%20Mediation.pdf>
- Parent's Notice of Procedural Safeguards **(PDF)**  
<http://www.doe.mass.edu/sped/prb/pnps.pdf>

#### Presentations

- Building the Legacy - A Training Curriculum on IDEA 2004: Module 18 - Options for Dispute Resolution  
<http://www.nichcy.org/training/contents.asp>

#### Websites

- Bureau of Special Education Appeals <http://www.doe.mass.edu/bsea/>
- Consortium for Appropriate Dispute Resolution in Special Education  
<http://www.directionservice.org/cadre/>

#### Books

- *Resolving Disagreement in Special Educational Needs: A Practical Guide to Conciliation and Mediation*, by Irvine Gersch

### Mediation Resources

## Laws and Regulations

- The Individuals with Disabilities Education Improvement Act of 2004, Section 1415 (e) [20 U.S.C. § 1415 (e)]  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cstatute%2CI%2CB%2C615%2C>
- IDEA 2004 Regulations, Section 300.506 (34 C.F.R. § 300.506)  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cregs%2C300%2CE%2C300%252E506%2C>
- Massachusetts General Laws Chapter 71B, Section 3 (M.G.L. Ch. 71B § 3)  
<http://www.mass.gov/legis/laws/mgl/71b-3.htm>
- Title 603 of the Code of Massachusetts Regulations, Section 28.08 (4) [603 C.M.R. 28.08 (4)]  
<http://www.doe.mass.edu/lawsregs/603cmr28.html?section=08#start>

## Articles

- Choosing Mediation to Resolve a Conflict with Your Child's School  
<http://www.idonline.org/article/6329>
- Frequently Asked Questions on Mediation **(PDF)**  
[http://www.directionservice.org/pdf/Frequently Asked Questions on Mediation.pdf](http://www.directionservice.org/pdf/Frequently%20Asked%20Questions%20on%20Mediation.pdf)
- Mediation  
<http://www.concordspedpac.org/Mediation.html>
- Mediation  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cdynamic%2CTopicalBrief%2C21%2C>
- Mediation Opens Door to Amicable Dispute Resolution  
<http://www.idonline.org/article/6103>
- Special Education Mediation: Is it the Right Process for Resolving your Dispute? **(PDF)**  
[http://www.doe.mass.edu/bsea/forms/m\\_brochure.pdf](http://www.doe.mass.edu/bsea/forms/m_brochure.pdf)

## Guides

- Families and Schools: Resolving Disputes Through Mediation **(PDF)**  
<http://www.directionservice.org/pdf/Families%20and%20Schools.pdf>
- Special Education Mediation: A Guide for Parents **(PDF)**  
<http://www.taalliance.org/publications/pdfs/sem.pdf>
- The Involvement of Students in Their Special Education Mediations **(PDF)**  
<http://www.directionservice.org/pdf/The%20Involvement%20of%20Students%20in%20Their%20Special%20Education%20Mediations.pdf>

## Information Centers

- Mediation @ the BSEA  
<http://www.doe.mass.edu/bsea/mediation.html>
- Mediation @ Wrightslaw  
<http://www.wrightslaw.com/info/mediation.index.htm>

## Presentations

- Questions and Answers on Mediation Presentation **(PDF)**  
[http://www.pluk.org/Pubs/Fed/MediationQA\\_227K.pdf](http://www.pluk.org/Pubs/Fed/MediationQA_227K.pdf)

## **Due Process Hearing Resources**

## Laws and Regulations

- The Individuals with Disabilities Education Improvement Act of 2004, Section 1415 (b)(7), (c)(2), and (f) [20 U.S.C. § 1415 (b)(7), (c)(2), and (f)]  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cstatute%2CI%2CB%2C615%2C>
- IDEA 2004 Regulations, Section 300.507 (34 C.F.R. § 300.507)  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cregs%2C300%2CE%2C>
- Massachusetts General Laws Chapter 71B, Section 3 (M.G.L. Ch. 71B § 3)  
<http://www.mass.gov/legis/laws/mgl/71b-3.htm>
- Title 603 of the Code of Massachusetts Regulations, Section 28.08 (5) [603 C.M.R. 28.08 (5)]  
<http://www.doe.mass.edu/lawsregs/603cmr28.html?section=08#start>

## Articles

- Advisory Opinion Process  
<http://www.doe.mass.edu/bsea/opinions.html>
- BSEA Notice of Applicable Timelines  
<http://www.doe.mass.edu/bsea/070805timeline.html>
- Due Process Hearings: Powerful But Costly  
<http://school.familyeducation.com/special-education/ada/38427.html>
- Hearing Notice and Opportunity for Resolution Session Flow Chart **(PDF)**  
[http://www.doe.mass.edu/sped/IDEA2004/spr\\_meetings/hearingrequest.pdf](http://www.doe.mass.edu/sped/IDEA2004/spr_meetings/hearingrequest.pdf)
- Hearing Request Form **(PDF)**  
<http://www.doe.mass.edu/bsea/forms/hearing.pdf>
- Procedural Safeguards: Due Process Hearings  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cdynamic%2CTopicalBrief%2C16%2C>

## Guides

- Hearing Rules for Special Education Appeals **(PDF)**  
[http://www.doe.mass.edu/bsea/forms/hearing\\_rules.pdf](http://www.doe.mass.edu/bsea/forms/hearing_rules.pdf)
- Resolution Meetings: A Guide for Parents **(PDF)**  
<http://www.taalliance.org/publications/pdfs/cadreresolution.pdf>

## Information Centers

- Due Process @ Bridges 4 Kids  
<http://www.bridges4kids.org/IEP/DueProcess.html>
- Due Process Hearings @ the BSEA  
<http://www.doe.mass.edu/bsea/process.html>
- Due Process Hearings @ Wrightslaw  
<http://www.wrightslaw.com/info/dp.index.htm>

## Presentations

- Successful! Resolution Meetings: Resolution Meetings Under IDEIA Presentation **(PDF)**  
<http://www.directionservice.org/cadre/conf2006/Session%203.6%20-%20Nick%20Martin%20PowerPoint.pdf>

## Videos

- *Surviving Due Process: Stephen Jeffers v. School Board* DVD

## Books

- *The Special Education Due Process Handbook*, by Dorothy O'Shea

- *The Special Education Battlefield A Guide to the Due Process Hearing and Other Tools of Effective Advocacy*, by Andrew Cuddy

## State Complaint Resources

### Laws and Regulations

- The Individuals with Disabilities Education Improvement Act of 2004, Section 1415 (b)(6) [20 U.S.C. § 1415 (b)(6)]  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cstatute%2CI%2CB%2C615%2C>
- Massachusetts General Laws Chapter 71B, Section 3 (M.G.L. Ch. 71B § 3)  
<http://www.mass.gov/legis/laws/mgl/71b-3.htm>
- Title 603 of the Code of Massachusetts Regulations, Section 28.08 (2) [603 C.M.R. 28.08 (2)]  
<http://www.doe.mass.edu/lawsregs/603cmr28.html?section=08#start>

### Articles

- Problem Resolution System  
<http://www.doe.mass.edu/pqa/prs/>
- State Complaint/Due Process Complaint Comparison Chart **(PDF)**  
<http://www.doe.mass.edu/sped/complaintchart.pdf>
- State Complaint Procedures  
<http://idea.ed.gov/explore/view/p/%2Croot%2Cdynamic%2CTopicalBrief%2C22%2C>
- The Problem Resolution System  
<http://www.concordspedpac.org/Problems.html>

### Presentations

- PQA Presentation to the Quincy Parent Advisory Council to Special Education (QPAC)  
<http://quincypac.org.googlepages.com/pqapresentation.pdf>

### Websites

- Program Quality Assurance Services <http://www.doe.mass.edu/pqa/>

## OCR Complaint Resources

### Articles

- How to File a Discrimination Complaint with the Office for Civil Rights  
<http://www.ed.gov/about/offices/list/ocr/docs/howto.html>
- OCR Case Resolution and Investigation Manual  
<http://www.ed.gov/about/offices/list/ocr/docs/ocrcrm.html>
- OCR's Complaint Resolution Procedures  
<http://www.ed.gov/about/offices/list/ocr/complaints-how.html>
- Office of Civil Rights  
<http://www.concordspedpac.org/OCR.html>

### Websites

- Department of Education Office of Civil Rights  
<http://www.ed.gov/about/offices/list/ocr/index.htm>