

DISPUTE RESOLUTION HANDLING ISSUES, CONCERNS AND DISPUTES

► **Step 1: Resolve Concerns as Soon as Possible**

Schools and parents/guardians are encouraged to communicate with each other as soon as possible when concerns or issues arise regarding a child's special education programs and services. Parents may contact their local [Director of Special Education](#) or a member of the [Special Education Parent Advisory Committee](#) for assistance.

► **Step 2: Request an IEPT Meeting**

Parents or schools may request an IEPT meeting to resolve the concerns. In addition, the [Mediation & Restorative Services](#) can provide free IEPT meeting facilitation and mediation services.

► **Step 3: When a Concern Becomes a Dispute**

Special Education State Complaint Process

When a concern becomes a dispute, it is an option to file a formal complaint regarding an IEP and the provision of special education programs and services. For more information, consult the office of Special Education's [Special Education Problem Solving Process](#) document, which includes a copy of the Model Special Education State Complaint form used to submit a complaint. Another helpful document is the Michigan Special Education Mediation Program's (MSEMP) [What Happens Next](#), which gives a brief overview of the state complaint process. Consult the Notice of [Procedural Safeguards](#) or contact the MAISD Assistant Director of Special Education for more information on state complaints.

Special Education Due Process Hearing

Schools or parents may request a due process hearing to resolve disputes about matters related to the identification, evaluation, educational placement, provision of a free appropriate public education or a manifestation determination of their child. The complete listing of hearable issues can be found in [MARSE](#) under Rule 340.1724f. For more information, review the [Notice of Procedural Safeguards](#) and the [Special Education Due Process Complaint Procedures](#), which includes a copy of the Model Due Process Complaint/Request for Hearing Form. Contact your [Special Education Director](#) or the MAISD Assistant Director of Special Education for more information on due process hearings.