

## Appendix B

### DISPUTE RESOLUTION

#### Complaint Procedures Ed 1121

Individuals or organizations may file a complaint to report alleged violations of state and federal special education requirements that may have been committed by the Litchfield School District regarding the education of children with disabilities. Individuals who live out of state may also file a complaint

The NH Department of Education has a form available to file a complaint, which may be found on the Department's website ([www.ed.state.nh.us](http://www.ed.state.nh.us)). Use of this form is not required, but all complaints must:

1. Be in writing and signed, including contact information for the signer;
2. Include a statement that the school district has violated a state or federal requirement regarding the education of a child with a disability under Part B of the Act or 34 CFR 300; and
3. Contain the facts on which the statement is based; and
4. Allege a violation that occurred not more than one year prior to the date the complaint was received; and
5. The complaint must indicate how the complaining party would like to see this complaint resolved.
6. A copy of the complaint must be sent to the District.

Complaints shall be directed to:

**Commissioner of Education  
Attn: Special Education Complaints Office  
101 Pleasant Street  
Concord, NH 03301**

All complaints received by the Bureau of Special Education will be reviewed by the Complaints Office. If the issues are determined appropriate for the complaint procedures, an investigation of the alleged violation(s) will take place, in accordance with Ed 1127.02

#### Dispute Resolution Procedures Ed 1122

The Litchfield School District shall promote collaboration between teachers and parents. Communication between parents and teachers forms the basis for positive working relationships and may often prevent the need to use a more formal dispute process. When

differences arise, parties will be encouraged to work to resolve them through informal problem-solving meetings whenever possible.

**Several options are available for the informal resolution of differences regarding the provision of special education and special education related services. These methods of alternative dispute resolution include the following:**

### **Facilitated Special Education Team Meetings**

Facilitation of a special education team meeting is a free service offered by the NH Bureau of Special Education upon request by the District or parent. A trained facilitator is sent by the Bureau to attend and conduct a regular special education team meeting scheduled and arranged by the District. The facilitator has no “interest” in the content or the outcome of the meeting; he/she is there to conduct the meeting and keep it moving forward. Facilitators are volunteers from various fields who receive training through the Department of Education.

The school district will apply rules of confidentiality to any Facilitated IEP meeting. Any discussion held during that team meeting must be kept confidential and cannot be used in a due process hearing unless the parent and LEA agree otherwise. (RSA 186-C: 23)

### **Mediation**

Mediation is a voluntary, confidential and informal dispute resolution process that is guided by a trained professional (mediator). The mediator helps the parents and the District engage in discussions of issues related to the child’s free appropriate public education in order to reach a mutually acceptable solution to their dispute. Either party may request mediation by writing to the Commissioner of Education. The mediation conference is conducted within 30 calendar days after receipt of the written request. The mediator is appointed by the Department of Education and the process is provided at no expense to the parent.

If mediation results in an agreement between parents and the District, a mediation agreement containing the details of the resolution is written and signed by both parties. If no agreement is reached, either party may decide to request an impartial due process hearing to resolve the matter.

If both parties agree to participate in mediation, the District shall file a request with the NH Department of Education.

### **Neutral Conference**

A neutral conference is a voluntary, confidential process presided over by a trained professional (neutral) who listens to both sides of a dispute and makes a recommendation, which both sides may either adopt or refuse. The neutral’s recommendation should guide both parties in determining whether to proceed with a due process hearing. The neutral’s recommendation is non-binding unless both parties agree to it.

If both parties agree to initiate a neutral conference, the District will file a request with the NH Department of Education.

### **Impartial Due Process Hearing**

This is the most formal process with which to resolve a dispute between the school District and the parent. If the parent and the District cannot agree on a special education issue relating to the identification, evaluation, or educational placement of a child with a disability, or the provision of a free and appropriate public education, either one has the option of requesting an impartial due process hearing. The one exception to this is with regard to disagreements relating to the initial provision of services. The hearing is conducted by a hearing officer appointed by the State Department of Education. A due process hearing can be requested by either the school District or the parent on any matters relating to special education.

If either party requests a due process hearing, the District shall inform the parents of free or low cost legal services. The District will offer mediation and if the parents request due process, the District will schedule a resolution session.

Requests for a due process hearing must be made in accordance with state statutes of limitations. The following is a brief list of the important time limits:

- A parent must request a due process hearing within 2 years of the date on which the alleged violation was discovered or reasonably should have been discovered.
- A parent must request a due process hearing within 90 days of a unilateral placement in order to recover the costs of the unilateral placement.
- Any appeal of a Hearing Officer's final decision must be filed in either state superior court or federal court within 120 days from the receipt of the final Hearing Officer decision.
- A parent must file any action to recover their attorneys' fees and reasonable court costs in state superior court or federal court within 120 days from the receipt of the final Hearing Officer decision.