

Problem Resolution Guidelines

In order to foster and promote a cooperative, informal and expeditious resolution of problems or concerns regarding an eligible student's education program, parents are strongly encouraged to follow the following jointly developed guidelines:

- Communicate your concern(s) with your child's teacher(s) and/or related service provider(s). Often a problem may be a misunderstanding and can be effectively addressed through clarification. Teachers and/or related service providers are encouraged to respond to oral or written communications in a reasonably prompt manner (within two (2) school days, except for unusual circumstances);
- If your concern is not answered or resolved at the teachers/related service providers level, communicated directly with your child's IEP Contact Person/Education TEAM Facilitator. The contact Person/ETF shall review and Respond to your concern in writing within three (3) school days;
- If your concern is not resolved at the Contact Person/ETF level, you should communicate directly with the Building Principal. The Building Principal shall review and respond to your concern in writing within three (3) school days.
- If the problem continues, you should state your concern(s) directly to the Director of Special Education. The Director shall review your concern(s) with appropriate school personnel and respond to you in writing within five (5) school days;
- If the problem still exists, you should contact the Contact Person/ETF and request that your child's TEAM reconvene to address your concern(s). Please provide your availability to the Contact Person/ETF. Please also inform the Contact Person/ETF if you will be bringing an advocate and/or attorney to the TEAM. The Contact Person/ETF will forward a Notice to you within two(2) school days and schedule the TEAM meeting within ten (10) school days or at a mutually convenient time; and
- If the problem is not resolved at the TEAM level, you may exercise your parental Rights by filing (1) a complaint with the Department of Education's Problem Resolution System; (2) a Request for Mediation with the Bureau of Special Education Appeals (BSEA); (3) a Request for Hearing with the BSEA; or (4) a Complaint with the Office of Civil Rights.

Copies of forms for complaints or requests for hearing/mediation are available at the Special Education Office, or you may contact the Department of Education, Program Quality Assurance at (781) 338-3795, Bureau of Special Education Appeals (BSEA) at (781) 338-6400, Or the Office of Civil Rights (OCR) at (617) 223-9662.