blazer works

Dispute Resolution Road Map

Leading with Purpose & Compassion

Types of Disputes

State Administrative Complaint, Due Process Hearing, OCR Complaint

Resources

State advocacy organizations, CADRE, District grievance processes, Informal complaints

Communicate

- Notify Superintendent / Board of Trustees
- Explain the process if this is a new situation for them
- Consult legal counsel if appropriate
- Notify insurance carrier, per district process
- Sensitively inform impacted buildings and teams
- Partner with the dispute resolution coordinator or investigator

Gather Information

- Read and understand the complaint
- Ask clarifying questions
- Identify who has knowledge of the situation
- Look at samples of a previous investigation of this type – clarify what to expect
- Develop an initial action plan
- Identify corrections completed prior to the complaint
- Gather relevant information
  - Special Education Records
  - Communications
  - Other potential sources of documentation (*Consider nursing records, athletic director reports, grade books, bus cameras, etc.*)

Gather Information

- Build a documentation system
- Gather and review all requested documents
- Schedule interviews, both requested by investigator, and suggest others as appropriate
- Add a narrative or timeline to give context

Care for the Team

- Have an in-person meeting to share the complaint
- Clarify what it is, and what it isn't
- Share employee assistance resources, if available
- Acknowledge the stress!
- Phone a friend/colleague for support
- Pre-meet with the team
- Prepare witnesses and staff
  - *This is an investigation of the district, not individuals*
  - *Tell the truth!*
- Be in the area for moral support, even if you cannot be with staff during interviews
- Send notes of encouragement
- Share the outcomes with the team
- Support corrective action plans (CAP) and processes. Follow-through as a growth opportunity.

Follow-Up Steps

- Celebrate and reinforce compliant processes and unfounded allegations
- Reflect on what was learned to improve future practices
- Training opportunities
- Use IEP software to support compliance
- Support the team in the first meeting with parents after the process concludes
- Plan structured follow-up with parents

Address Concerns or Corrections

- Build a corrective action plan (CAP)
- Use CADRE or other state resources
- Document progress and completion of CAP requirements
- Put reminders in calendar to ensure timelines are met
- Monitor and communicate if adjustments are needed