

The Department Of Special Education
The Family Support Center
8908 Riggs Road, Suite 229
Adelphi, Maryland 20783
(301) 301-431-5675

A PARENT'S GUIDE TO RESOLVING DISAGREEMENTS

RESOLVING DISAGREEMENTS: The following diagram describes the supports that are available to parents for resolving disagreements regarding a student's early intervention or special education program and related services.



- Parents are members of the **Individualized Education Program (IEP)** team that assist in the decision-making process regarding their student's educational placement. Prince George's County Public Schools (PGCPS) shall make reasonable efforts to ensure that parents understand and are able to participate in group decisions related to the educational placement of their student. The district shall ensure access to an interpreter for parents who are deaf and hard of hearing, or whose native language is not English. Please contact the IEP Chairperson of your child's school to address your concerns.
- **The Family Support Center** is available to help parents resolve concerns and answer questions that they may have regarding their child's special education program. In addition direct assistance may be provided by the **Special Education Instructional Specialist and Compliance staff** at (301) 702-2890; or the Ombudsman Office at www.pgcps.org/ombudsman or (301) 808-8315. Call today, we are here to help you.
- **Mediation** is a process that may be used to resolve disagreements between the parents of a child with a disability and PGCPS. An employee of the Office of Administrative Hearings (OAH) who is qualified and trained in effective mediation techniques conducts the mediation. Mediation is at no cost to the parent or school district. We encourage parents to participate in mediation. Contact OAH at (410) 229-4294 or via mail 11101 Gilroy Road, Hunt Valley, Maryland 21031.
- If an individual or an organization believes PGCPS has violated a federal or state law pertaining to special education, or regulation concerning an early intervention or special education requirement, or that PGCPS has not implemented a Due Process hearing decision; those individuals and organizations have the right to file a **State Complaint** with the Maryland State Department of Education (MSDE). Contact MSDE at (410) 767-0100.
- A parent or PGCPS may file a **Due Process Complaint** on any matter relating to the identification, evaluation, early intervention services, educational placement, or the provision of a free appropriate public education (FAPE) to a child. Contact the Due Process and Mediation Office at (301) 618-8330.