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[**https://www.fldoe.org/academics/exceptional-student-edu/dispute-resolution/**](https://www.fldoe.org/academics/exceptional-student-edu/dispute-resolution/)

**DISPUTE RESOLUTION SYSTEMS**

When disagreements occur or when you believe that the school is not meeting its legal obligations, there are various options available to resolve these disputes. Information about these options can be found on this webpage. It is usually to everyone’s advantage to try to resolve differences or correct any noncompliance concerns in the least adversarial manner and closest to the school level. This saves time, preserves relationships, and can result in better outcomes for the student as well as their family.

* [Educational Advocates: A Guide for Parents](https://www.fldoe.org/core/fileparse.php/7675/urlt/APG17.pdf) (PDF)
* [IDEA 2004 Website](http://idea.ed.gov/)
* [Notice of Procedural Safeguards for Parents of Students with Disabilities in English and 10 of the top languages in Florida](https://www.fldoe.org/academics/exceptional-student-edu/beess-resources/presentations-pubs#p)

**Facilitated IEP Meeting**

* [Facilitated IEP Video for Parents](https://www.youtube.com/watch?v=C-bFi_zUuuA&feature=youtu.be): This exciting video (available with English and Spanish subtitles) introduces the facilitated IEP process to parents in order to encourage IEP team resolution. Watch the video to learn more about this process and how you and your child’s IEP team can work together, in the best interest of your child, to resolve concerns or disagreements and move forward.
* [Individualized Education Program (IEP) Facilitation A Guide for Parents of Children & Youth](https://www.fldoe.org/core/fileparse.php/7675/urlt/IEPFacilitatParentGuide.PDF) (PDF)

**Mediation**

* [Mediation General Information](https://www.fldoe.org/core/fileparse.php/5423/urlt/mediationgeneralinfo.doc) (PDF)
* [IDEA Special Education Mediation: A Guide for Parents of Children & Youth​](https://www.fldoe.org/core/fileparse.php/7675/urlt/idea-sped-mediatguide.pdf) (PDF)
* (PDF)

**State Complaints**

* [State Complaint General Information](https://www.fldoe.org/core/fileparse.php/7675/urlt/StateCompInfo2021.pdf) (PDF)

**Due Process Hearing Requests**

* [IDEA Special Education Due Process Complaints/Hearing Requests - Including Expedited Hearing Requests: A Guide for Parents of Children & Youth](https://www.fldoe.org/core/fileparse.php/7675/urlt/IDEASEDPCHR.pdf)​ (PDF)

**Resources**

* The Center for Appropriate Dispute Resolution in Special Education or CADRE is funded through a grant from the U.S. Department of Education’s Office of Special Education Programs. CADRE’s goal is to encourage the use of mediation, facilitation, and other collaborative processes as strategies for resolving disagreements between parents and schools about children's educational programs and support services. Information to assist families is available at the following link: <https://www.cadreworks.org/for-families>.
* How to file a complaint related to the Family Educational Rights and Privacy Act (FERPA) with the United States Department of Education: <https://studentprivacy.ed.gov/file-a-complaint>