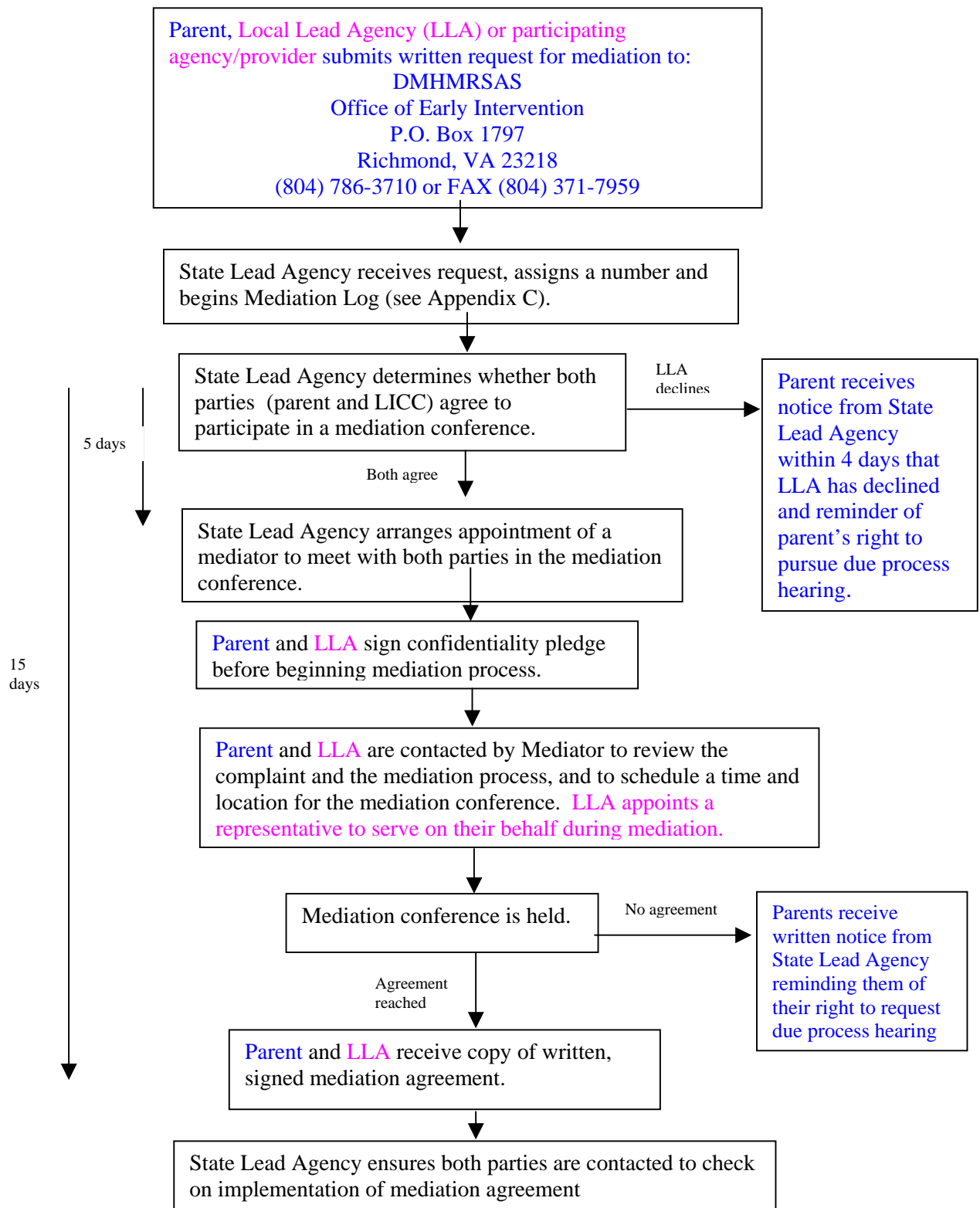
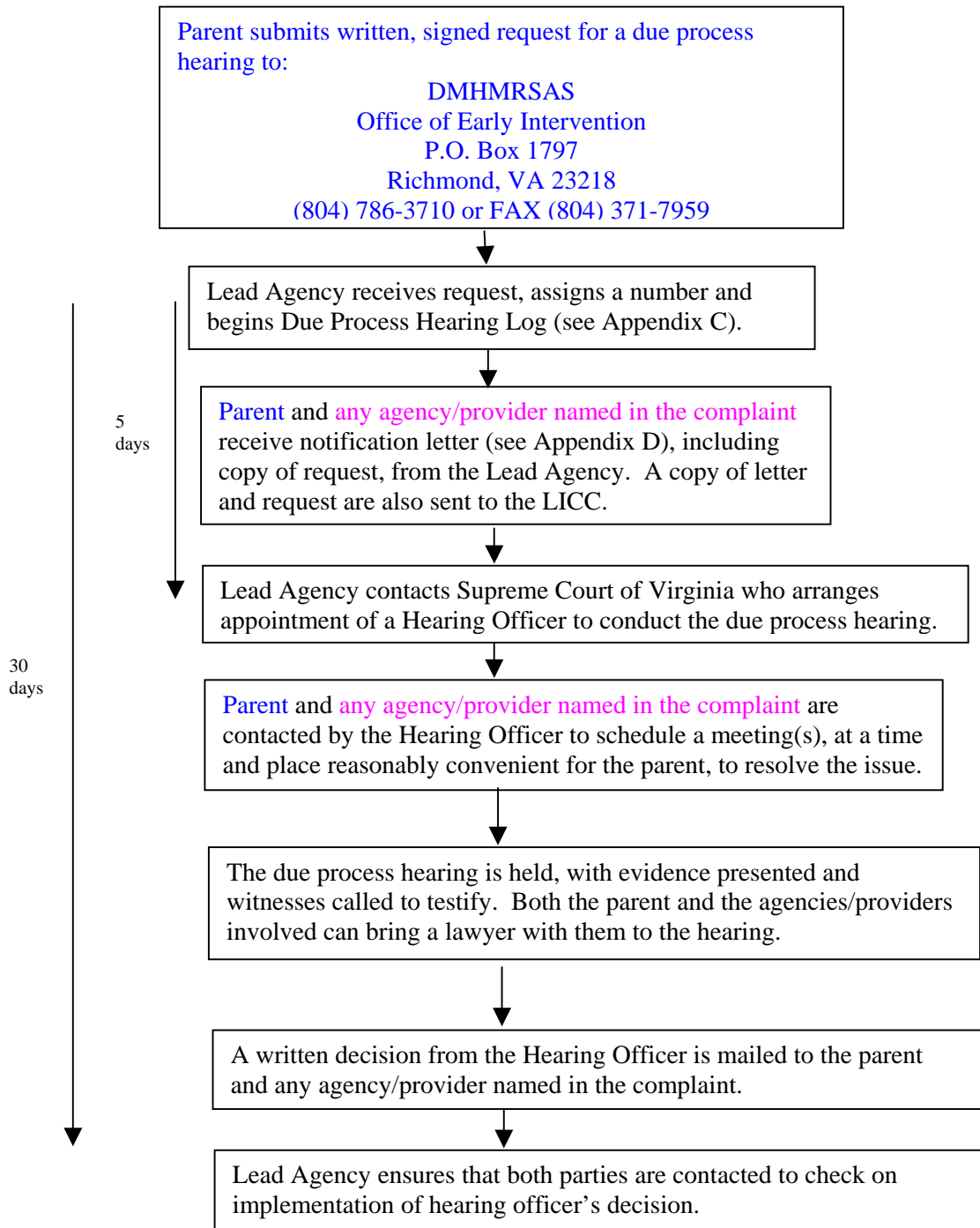


Process for Requesting and Using Mediation to Resolve Disagreements¹



¹ At any time during the mediation process, the parent may request a due process hearing being initiated. Mediation may not be used to deny or delay a parent's rights to a due process hearing.

Process for Requesting and Using a Due Process Hearing to Resolve Individual Child Complaints²



² If the parent requests mediation and a due process hearing simultaneously, then the steps in the flow charts for both mediation and due process would take place at the same time and must all be completed within 30 calendar days of the receipt of the request (with mediation completed within the first 15 days).