

Special Education Mediation

Resolving Conflicts Between Parents and Schools



What is Special Education Mediation?

- Special Education Mediation is a voluntary and confidential dispute resolution process used to address any matter related to special education.
- A mediator is a qualified and impartial individual who helps each party to communicate their views and positions in confidence so that the dispute can be resolved in a way that is mutually agreeable.

What are the Benefits of Special Education Mediation?

- Preserves and strengthens relationships between families and school staff.
- Empowers families and school staff to resolve their disagreements.
- Maintains the confidentiality of mediation discussions.
- Legally commits the school and families to the outcomes memorialized in a mediation agreement.
- Ensures no cost to families and schools through the Mediation Center of the Pacific (MCP).

What to Expect?

Request Mediation

- A request for mediation can be through the following:
 - Form: <https://bit.ly/MediationRequestForm>
 - Phone: (808) 521-6767
 - Email: mcp@mediatehawaii.org

Receive Contact from the MCP

- A Client Service Specialist from the MCP will reach out to both parties to identify the issues, explain the mediation process, and answer questions.

Schedule Mediation

- If both parties agree to participate in mediation, a Client Service Specialist will coordinate a session at a mutually agreeable date, time, and location/platform (in-person or video conference).

Participate in Mediation

- A mediator guides the process by encouraging open dialogue, clarifying issues, promoting understanding, and working to reach a mutually acceptable agreement.

Develop Mediation Agreement

- The mediation participants create the outcome of the mediation.
- The mediator memorializes the outcomes in an agreement that is signed by all participants and then becomes legally binding on family and school.

Note: If mediation participants do not reach an agreement, the parties may exercise their right to resolve the matter through the state written complaint or due process complaint procedure. Please refer to the Procedural Safeguards Notice for more information at <https://bit.ly/ProceduralSafeguardNotice>.



THE MEDIATION CENTER
of THE PACIFIC

Request a no cost mediation session:
www.mediatehawaii.org/special-education
(808) 521-6767
mcp@mediatehawaii.org

You may also contact the Complaints Management Program via email at specialcomplaints@k12.hi.us or phone at (808) 307-3600 or visit HIDEO's Dispute Resolution Website at <https://bit.ly/DisputeResolutionHIDOE> or use the QR Code.

