

## WHAT THE ALTERNATIVE DISPUTE RESOLUTION PANEL CAN DO FOR YOU

- ◆ Panels are provided at no charge.
- ◆ Panels are arranged at a convenient and neutral location and held in a timely manner.
- ◆ All Alternative Dispute Resolution activities are confidential.



For more information on how the Alternative Dispute Resolution Process can help you to resolve



CALL (510) 307-4669 OR  
CALL OUR *Resource*  
*Parent Hotline* at  
(510) 307-4634

Alternative Dispute Resolution

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Pupil Services Center  
2465 Dolan Way  
San Pablo, CA 94806

## **West Contra Costa Unified School District**

### **Alternative Dispute Resolution**



**The WCCUSD Special  
Education Department  
wants to help provide a  
secure and neutral  
environment that  
encourages the free  
exchange of ideas.**

## Alternative Dispute Resolution Panel

- ◆ When there is a disagreement between parents and educators, this process provides a secure environment that encourages a free exchange of ideas.
- ◆ This process is an alternative method where all parties work towards a mutually satisfying agreement.
- ◆ A Panel trained in communication and Alternative Dispute Resolution Skills, is brought together.

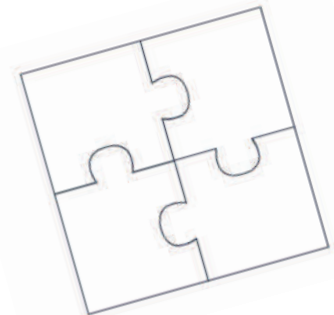


## THE PROCESS

- ◆ The Alternative dispute Resolution Coordinator listens to your concerns and asks for details.
- ◆ With your permission, the Alternative Dispute Resolution Coordinator contacts the other party and encourages participation in a Panel.
- ◆ The Panel is scheduled at a time convenient to all.
- ◆ The Panel will not decide who is right or wrong, but will assist the parties in reaching a mutually satisfying agreement.
- ◆ When an agreement is reached, the specifics are written and signed by all parties.
- ◆ The Alternative Dispute Resolution Coordinator will follow up on all agreements and further assist, as needed.

## HOW THE PROCESS WORKS

- ◆ A Panel, composed of parents and district representatives, conducts the Alternative Dispute Resolution process.
- ◆ All parties have a “say” and listen to the other party’s point of view.
- ◆ Interpreters are provided if needed.
- ◆ The Panel does not take sides, but acts as a neutral third party to ease the way to a solution.
- ◆ Parties work with the Panel to create a written agreement.
- ◆ Parties voluntarily sign an agreement that signifies commitment to uphold the resolution.



## Lo que el panel de Resolución alternativa de conflictos puede hacer por usted

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Para obtener más información sobre como el proceso de Resolución alternativa de conflictos puede ayudarle a resolver los problemas relacionados con la educación de su hijo....



Todas las llamadas al  
(510) 307-4669 o llame a  
*la línea directa de*

Recursos para los padres

***Resolución alternativa***

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## Como funciona el proceso

- Un panel, integrado por padres y representantes del Distrito, lleva a cabo el proceso de resolución alternativa de conflictos.
- Todas las partes tienen un "decir" y escuchar el punto de vista de la otra parte.
- Se proporcionan intérpretes si son necesarios.
- El Panel no toma partido, sino que actúa como una tercera parte neutral para facilitar el camino a una solución.
- Las partes trabajan con el panel para crear un acuerdo escrito.
- Las partes firmarán voluntariamente un acuerdo que implica el compromiso a mantener la resolución

