

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 problems related to your child's education



CALL (307-4669) or call our Resource Parent *Hotline* at (510) 307-4634

Alternative Dispute Resolution

Pupil Services Center
2465 Dolan Way
San Pablo, CA 94806

WEST CONTRA COSTA UNIFIED SCHOOL DISTRICT



Resolving Educational Disputes



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

WEST CONTRA COSTA UNIFIED SCHOOL DISTRICT

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, consisting of volunteers 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.

