

## Appendix 8.B Dispute Review Guide

Case:

Date Initiated:

Date Resolved:

Summary of Dispute:

Resolution:

Before			
Issue	✓	What Went Well	What Needs Improvement
All school and LEA staff were trained in the McKinney-Vento Act.			
The local liaison was familiar with the state and local homeless dispute resolution policy.			
All school and LEA staff knew what was required when a parent, guardian, or unaccompanied youth initiated a dispute.			
Timelines were clear and reasonable.			
The written notice document was reviewed for appropriateness.			
School and LEA staff members were trained in ways to diffuse disagreements and to treat parents, guardians, and unaccompanied youth respectfully.			

<b>During</b>			
<b>Issue</b>	<b>✓</b>	<b>What Went Well</b>	<b>What Needs Improvement</b>
The parent, guardian, or unaccompanied youth was provided written notice of the LEA's decision.			
Local liaison or school staff explained the dispute process.			
The local liaison implemented the dispute process according to LEA and SEA policies.			
Local liaison ensured that parent or guardian was able to meet deadlines or was provided assistance or flexibility, and addressed other barriers for the parent to implement the process.			
Parent or guardian was referred to advocate or attorney for assistance.			
Local liaison assisted unaccompanied youth with the process.			
School immediately enrolled and provided full services to child in the school that the parent, guardian, or unaccompanied youth desired once appeal was received.			
Local liaison obtained information and documentation in appropriate ways.			
Local liaison compiled sufficient information and documents for the State Coordinator or other third parties.			
All necessary parties were apprised of the resolution and their role in its implementation.			

The local liaison discussed the outcome and worked with the school or complainants on strategies to implement the resolution while keeping the best interest of the child at the forefront.			
---	--	--	--

After			
Issue	✓	What Went Well	What Needs Improvement
The local liaison reviewed the case with all parties involved at the LEA and SEA level for lessons learned.			
Appropriate changes in procedures and policies were implemented.			
Additional training needed by staff was provided.			

Dispute Policy Improvement Action Plan

What Needs to be Done	Person Responsible	Deadline