

COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF EDUCATION  
BUREAU OF SPECIAL EDUCATION

January 11, 2007

Subject: Call Resolution Process

TO: Intermediate Unit Special Education Directors  
School District Superintendents  
School District Special Education Directors and Supervisors

FROM: John J. Tommasini, Director

The Bureau of Special Education sponsored toll-free ConsultLine averages 6,000 calls per year from parents, advocates, and others interested in obtaining information and resources related to special education issues. Many of these calls relate to problems parents perceive they are experiencing with the delivery of special education services for their children, perceptions that eventually could result in an official complaint or request for mediation or due process. The data collected by the Office for Dispute Resolution reveals that a number of these calls are the result of a communication breakdown between the parent and school district.

In an effort to deal proactively with complaint issues, the Bureau of Special Education implemented a CALL RESOLUTION PROCESS in September 2000 to expedite solving communication issues between school districts and parents of eligible students. The Call Resolution Process or CRP has been highly effective in reducing the number of formal complaints filed with the Bureau of Special Education.

Many of you have stressed during complaint investigations, that if you had been aware of a concern by a parent, you would have solved the problem before it became adversarial. To that end, on behalf of the Bureau of Special Education, the ConsultLine Special Education Specialists in the Office for Dispute Resolution contact the Special Education Director or Supervisor by email to alert you of potential problems identified by Callers to the ConsultLine that appear to be resolvable at the school District level. This email notification is offered as a heads up only, and does not require a response. The Special Education Specialists are not acting as mediators or intermediaries between you and parents. They have the parents' permission to alert you of a concern and you can determine whether to follow up with the parents after receiving the notice. The notification will also be provided to the Bureau of Special Education Single Point of Contact for the district in which the student resides.

On behalf of the Bureau of Special Education, I want to thank you for your cooperation with this process, which has been highly successful to date, and for your efforts in providing a free appropriate public education to all students with special needs in the Commonwealth.

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