



## 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 on the McKinney-Vento Act.			
The local homeless liaison was familiar with the State and local homeless dispute resolution policy.			
All school and LEA staff were trained on what is required when a parent, guardian, or unaccompanied youth initiates a dispute.			
Timelines were clear and reasonable.			
The written notice was reviewed for appropriateness.			
School and LEA staff were trained in ways to diffuse disagreements and to treat parents, guardians, and unaccompanied youth respectfully.			
The local liaison implemented the dispute process according to LEA and SEA policies.			

During			
Issue	✓	What Went Well	What Needs Improvement
Parent, guardian, or unaccompanied youth was provided written notice of the LEA's decision.			
Local homeless liaison or school staff explained the dispute process.			
Local homeless 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 homeless liaison assisted unaccompanied youth with the process.			
School immediately enrolled student in the school where enrollment was sought and provided full services.			
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.			
If the dispute was not found in the parent, guardian, or unaccompanied youth's favor, the local liaison discussed the outcome with and worked with the			

complainant on strategies to implement the solution 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.			
School and LEA staff received further training as needed.			

Dispute Policy Improvement Action Plan

What Needs to be Done	Person Responsible	Deadline