

Mediation vs. Resolution: What Families Need to Know

Mediation	Resolution Meeting
Mediation must be requested in writing and both parties must agree to participate in mediation.	Resolution meetings are a required part of the Impartial Hearing Process; a Due Process Complaint may be dismissed if the parent does not cooperate with efforts to engage in a resolution meeting
Mediation may be requested with an open Impartial Hearing Request, or on its own.	A Resolution Meeting must be scheduled within the first 15 days after an Impartial Hearing Request is filed unless both parties agree to waive the Resolution Meeting.
Arranged and facilitated by neutral third-party Community Dispute Resolution Centers, who are trained in conflict resolution and Special Education law and procedures.	Arranged and facilitated by the Resolution Case Manager.
Mediation focuses on collaboration and communication and allows parties to discuss issues openly and work together to develop a solution.	Resolution focuses on what the District is willing to provide in order to resolve the Due Process Complaint.
Ideal for complaints regarding evaluations, transportation, the setting or services on your student’s IEP/ IESP, or their placement.	Ideal for complaints regarding tuition payments, or payment of services.
The mediation process is confidential; discussions during the mediation process may not be shared during the Impartial Hearing if the mediation is unsuccessful.	Information revealed and discussions held during the Resolution session may be shared during an Impartial Hearing if the Resolution meeting is unsuccessful.
Mediation agreements are binding and enforceable in Court.	Resolution agreements are binding and enforceable in Court.



For more information on mediation, email IHOMediation@schools.nyc.gov.

To submit a mediation request, email IHOQuest@schools.nyc.gov.