

**Partners in Resolution:
A New Alternative**

Poway Unified School District is committed to resolving differences in a way that focuses on student needs while maintaining positive relationships. It is the District's intention to assist families and schools in settling such disputes outside of more formal and adversarial avenues. Partners in Resolution is a free, informal and effective problem solving process facilitated by the Exceptional Family Resource Center (EFRC) to help resolve conflicts between schools and families of students with special needs in the Poway Unified School District.

For more information,
please contact us:

Poway Unified School District's
Partners in Resolution Program

Exceptional Family
Resource Center
9245 Sky Park Court, Suite 130
San Diego, California 92123
(619) 594-7383



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*If you have a disagreement
involving a child
with disabilities,
Partners in Resolution
may be the solution.*



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What is Special About the Partners in Resolution Process?

- It provides an opportunity to participate in an informal mediation process using a trained neutral party to facilitate the development of a workable solution.
- Panel members do not decide who is right or wrong but rather assist both parties in reaching resolution.
- All panel members are specially trained to use an effective, confidential problem solving process.
- Once a solution is developed, both parties sign an agreement which is binding.
- If parties do not come to an agreement, the parties may continue to work on a solution and/or move on to a more formal process outlined in the procedural safeguards.

Why Choose the Partners in Resolution Process?

Confidential - All information shared or collected in the process is held confidential.

Results Oriented - It usually results in a mutually acceptable agreement.

Rewarding - Through the use of neutral intervention and support, parents and educators reach mutually agreeable solutions. A safe, collaborative relationship is developed and supported by building trust between the parties.

Fast and Efficient - The Partners in Resolution Coordinator will respond to initial phone calls within two working days. Resolution panels are usually held within three weeks.

Cost Effective - There is no cost to families involved in the process. Partners in Resolution does not involve the use of attorneys or professional/ paid advocates.

The Alternative Dispute Resolution Process

1. When you call for assistance, the PUSD Partners in Resolution Coordinator will listen to your concerns and help identify your issues and interests. Information about special education laws and practices may be provided and a referral may be made to others who can directly work with your issues.
2. The Coordinator will explain how the Partners In Resolution program works and discuss whether this is the best option for resolution in your unique situation.
3. If a Partners in Resolution panel is the option chosen, the Coordinator will, with your permission, contact the other party and encourage their participation in the Partners In Resolution process.
4. If the other party agrees to the resolution process, the Coordinator will assign a Partners in Resolution panel. The Coordinator will then contact you to set the location, date, and time of the Partners in Resolution session.
5. When an agreement is reached, the details are written into a Mediation Agreement and signed by both parties involved. Both parties will receive a copy of the agreement.