

Dealing with concerns and dispute resolution

Please remember to follow the Ladder of Support if you have a concern regarding your child. Start with #1 and only move up the ladder if your concern has not been resolved at this level. At any point along the way, you can also consult one of the Ombudsmen listed below.

Ladder of Support

1. Start with the special education and/or general education teacher and/or school therapist
2. School principal
3. School Support Person
4. Director of Special Education
5. Superintendent
6. Office of the Superintendent of Public Instruction

Call (425) 702-3302 to get connected with any of the Special Ed staff or see the LWSD web site's Administrative Directory: <http://www.lwsd.org/About/District-Admin/Admin-Directory/Pages/default.aspx>

To see the **LWSD Special Education Administrative Responsibility Chart** go to: www.lwsd.org
>For Parents>Special Education>then click on the link on the right-hand side of the page.

If you have questions about services that your child is receiving, you can also go to either of the Ombudsman options listed below. The OSPI Special Ed Ombudsman assists families/students who have a question about special education issues. The OEO Ombudsman assist all public school students and their families, including those with disabilities.

- **Office of the Superintendent of Public Instructions (OSPI) Special Education Ombudsman:** The Ombudsman works impartially and objectively with all parties to help ensure that students with special needs receive services and supports necessary to enable them to benefit from public education, as guaranteed under federal and state laws. For more info go to: <http://www.k12.wa.us/SpecialEd/ombudsman.aspx> or contact Kristin Hennessey by phone at (360) 725- 6075 or by email at kristin.hennessey@k12.wa.us.
- **Office of the Education Ombudsman (OEO):** The Office of the Education Ombudsman (OEO) promotes equity in education and the academic success of all students attending elementary and secondary public schools in Washington by providing information to students, families, and communities regarding the school system, promoting family and community involvement in education, helping resolve conflict between families and schools, and by providing policymakers with recommendations to improve the education system. For more information go to: <http://www.governor.wa.gov/o eo/>

OEO Resources handbooks:

- Basic Education Rights and Opportunities in Public Schools
- How to be an Education Advocate
- Protecting the Educational Rights of Students with Disabilities in Public Schools: http://www.governor.wa.gov/o eo/publications/manual_students_with_disabilities.pdf
- Discipline in Public Schools