

Early Resolution Information Sheet



The Office for Exceptional Children (OEC) at the Ohio Department of Education has an Education Program Specialist (EPS) available to provide further explanation about federal and state laws relating to special education, describe the options that are available to parents, inform parents of procedural safeguards, identify other agencies and support services, and describe available remedies and how parents can proceed. This is an informal process that may alleviate the need to file a formal written complaint or due-process complaint.

Consider taking the following steps prior to calling:

- Contact your child's teacher, parent mentor, counselor, principal, parent representative at your [State Support Team \(SST\)](#) or [Parent Information Training Center](#) to discuss the issue or concern which you have.
- Discuss the situation with your school district's special education director.
- If neither of these steps resolve your concern, call the Education Program Specialist (EPS) in the Office for Exceptional Children (OEC) at the Ohio Department of Education for information regarding your questions about the [Individuals with Disabilities Education Act \(IDEA\)](#) or the [Operating Standards for the Education of Children with Disabilities](#) (the Operating Standards).

When I call, what information should I give to the EPS and how should I prepare for the call?

- The district and school your child attends.
- Your concerns and special circumstances regarding your child.
- With whom you have communicated with in your district.
- What was the result of your communication with the district?
- Be prepared to take notes regarding the information provided by the EPS.

When I call, how will the EPS assist me?

- The EPS will provide clarification about federal and state Special Education laws and how to understand them specifically to your child.

- The EPS will offer steps or different ideas to help solve the issues you are having with your child's school.
- EPS will provide information for additional dispute resolution processes such as Mediation, Facilitation, Formal Complaints, and Due Process Complaints.

Other services may be needed:

- If the EPS cannot answer all of your questions or the problem or concern is not under the jurisdiction of IDEA or the Operating Standards, the EPS will give you other resources to contact.
- Other resources with which EPS can connect you with could include your school district administration, other offices within the Ohio Department of Education (such as the Office for Professional Conduct), or outside agencies or organizations (such as the Office for Civil Rights).

Are there issues that the EPS is unable to help with?

The EPS is unable to provide assistance in the following areas:

- 504 Plans; Contact the [Office for Civil Rights \(OCR\)](#)
- Discrimination; Contact the [OCR](#)
- Bullying issues; Contact the [Department's Center for P-20 Safety and Security](#)
- Advocacy; Contact the [Ohio Coalition for the Education of Children with Disabilities \(OCECD\)](#)
- Child Abuse; call your counties' [Department of Child and Family Services](#)
- Professional Conduct (issues with school staff); [Contact the Department's Office of Professional Conduct](#)

Contact Information

- Call: (877) 644-6338
- Contact via email: exceptionalchildren@education.ohio.gov