

# Part C Dispute Resolution Calls

Listen to understand.  
Explore dispute resolution options.



## Understand the concern.

- ❖ **Ask questions to clarify and explore concern.\***  
Determine scope of concern by exploring history, who's involved, and the nature of the concern.
- ❖ **Listen to understand.\***
  - Pay attention.
  - Reflect back the content, emotions and meaning of the speaker's message.
  - Encourage the speaker to clarify as needed.
  - Help the speaker identify [interests](#) and desired outcomes.

*\* These practices should continue throughout the entire call.*

## Explore early resolution.

- ❖ **Identify timeframe of the concern and previous steps to resolve it.**
- ❖ **Introduce early resolution options and local resources, such as the OSEP-funded parent center in your state, as appropriate.**

## Share information on options.

- ❖ **When appropriate, use resources, such as the [CADRE EI Dispute Resolution Comparison Chart and Family Guides](#), to walk through the various dispute resolution options in your state.**
- ❖ **Determine willingness to work together to resolve the concern.**

**Caller makes informed decision.**

# Dispute Resolution Calls

## Examples of Questions and Responses

### Understand the concern.

#### ❖ Ask questions.

*"What brought you to contact us today?"*

*"How long has this been a concern or unresolved conflict?"*

*"How has this situation affected your toddler?"*

*"What do you think will happen if this isn't resolved?"*

#### ❖ Listen to understand.

*"You seem concerned with your toddler's lack of progress with some motor skills. Is that correct?"*

*The caller's response may uncover interests: "No, it's not just motor skills. She's not saying anything yet either. I think the providers need to be working with her more. I can only do so much. I have other children to take care of and am not a trained therapist."*

### Explore resolution options.

#### ❖ Identify previous steps to resolve the concern.

*"How have you tried to address the concern?"*

*"It sounds like you've tried to resolve this issue with your toddler's provider, but feel like nothing has changed. Is this correct?"*

*"Have you talked to your lead agency?" The caller may then say, "No, I don't know who to talk to." Or the caller may say, "Yes, but it didn't go very well. We couldn't agree about any changes to her services. We need some help."*

#### ❖ Explore available resolution options, as appropriate.

*"Are you familiar with the dispute resolution options available in our state?"*

*"Would it be helpful to have a neutral person help you resolve the issue?"*

*"Would you like more information about written state complaints?"*

#### ❖ Determine willingness to problem solve with others.

*"Would you consider meeting with the lead agency to work together to resolve your concerns?"*