

DISPUTE RESOLUTION PROCESS – NOTICE TO PARENTS

1. In the event of a dispute, **the student must be immediately enrolled** in the school of origin or the school of residence in which he/she is seeking enrollment, pending resolution of the dispute.
2. The parent/guardian or unaccompanied homeless youth shall be provided with the Written Notification of the Enrollment Decision as well as a Dispute Resolution Form. This form must be completed by the parent/guardian or unaccompanied homeless youth and returned to the District Homeless Liaison to facilitate the dispute resolution process.
3. A copy of the completed form shall be provided to the parents, guardian or unaccompanied homeless youth for their records and be informed that:
 - they can provide oral or written documentation to support their positions about school selection or enrollment.
 - they can seek the assistance of social services, advocates and/or service providers in the dispute process.
4. The District Homeless Liaison will review these materials and determine the eligibility, school selection or enrollment decision. The District Homeless Liaison will notify the parent, guardian or unaccompanied youth of the decision **within five (5) working days**.
5. A copy of the outcome shall be provided to the parents/guardians or unaccompanied homeless youth for their records, even when the dispute is resolved satisfactorily.
6. If the dispute remains unresolved or the parent/guardian or unaccompanied homeless youth is not satisfied with the decision of the district, an appeal may be filed **within five (5) working days** with:

Courtney Venegas, Homeless Liaison
Tulare County Office of Education
1730 W. Walnut Ave.
Visalia, CA 93277
559-730-2910 ex 5156
courtney.venegas@tcoe.org

7. The District Homeless Liaison will forward all written documentation and related paperwork to the County Homeless Liaison at TCOE. The TCOE Homeless Liaison will review these materials and determine the eligibility, school selection or enrollment decision. The TCOE Homeless Liaison will notify the parent, guardian, or unaccompanied youth as well as the district of the decision **within five (5) working days**.
8. If the dispute remains unresolved or the parent/guardian, unaccompanied homeless youth, or District is not satisfied with the decision of the TCOE Homeless Liaison, an appeal may be filed within five (5) working days with:

Leanne Wheeler, Homeless State Coordinator
The California Department of Education
1430 N Street, 6th Floor, Suite 6208
Sacramento, CA 95814
916-319-0383
HomelessEd@cde.ca.gov

9. The TCOE Homeless Liaison shall forward all written documentation and related paperwork to the State Homeless Coordinator upon notification of the continued appeal.
10. Upon the review of the LEA, TCOE, and parent information, the CDE will notify the parent/guardian or unaccompanied homeless youth of the final school selection or enrollment decision **within 10 business days**. This is the final level of the appeal process.