Dispute Resolution Process

Dispute Begins

• If there's a dispute about eligibility, school choice, or enrollment, the child, youth, or unaccompanied youth **must be enrolled in their desired school until the dispute is resolved**.

District Liaison

• The school should direct the student, parent, or guardian to the district homeless liaison for a swift dispute resolution. The homeless liaison should help them prepare the dispute and provide access to school resources.

Written Decision • The school district must provide a clear, concise, and understandable written explanation of their decision on eligibility, school choice, or enrollment. This document should also include the right to appeal to the County Office of Education (COE).

Refer to TCOE

• If either party (school district, parent, guardian, or unaccompanied youth) appeals the decision, the homeless liaison should send all relevant documents to the COE's homeless liaison, who has **five working days** to resolve the dispute.

TCOE Written
Decision

• The COE will provide a written explanation of its decision, and all parties have the right to appeal to the California Department of Education (CDE) Homeless Education Program.

Refer to CDE

• If the decision is appealed again, the COE's homeless liaison will forward all documentation to the CDE Homeless Education Program.

CDE Written
Decision

• After reviewing the information, the CDE will notify all parties of the final determination on eligibility, school choice, or enrollment within **ten working days** of receiving the appeal.



