



Early Resolution: Helping Families & Schools Work Together

A new way to solve problems before they become conflicts. The Texas Education Agency (TEA) and SPEDTex now offer a free, voluntary support option to help families and school districts resolve special education concerns early, before they escalate.

This process, called **Early Resolution (ER)**, provides a **trained facilitator** to guide a productive conversation, build relationships, and help develop **mutually acceptable solutions**, all while **preserving positive relationships**.



How It Works

- ▶ **Request an ER meeting** - Either families or schools can make the request.
- ▶ **Mutual Agreement** - Both the family and school must agree to participate.
- ▶ **Informal Conversations** - Focus only on the concerns identified in the request.
- ▶ **Collaborative solutions** - Create a student-focused resolution plan that can be put into action.



When Early Resolution Cannot Be Used

- ▶ **Section 504 Plans** - Contact the Office for Civil Rights (OCR)
- ▶ **Discrimination** - Contact OCR
- ▶ **Bullying** - Follow your school's protocols for reporting bullying
- ▶ **Child Abuse** - Contact Texas Department of Child Protective Services (CPS)
- ▶ **Professional Conduct Concerns** - Contact TEA General Education Complaints



Why Choose Early Resolution?

- ▶ **Free and Voluntary** - Families and schools decide together to participate and can stop at any time.
- ▶ **Trained Facilitator** - Ensures a safe, respectful discussion and explains relevant Individuals with Disabilities Education Act (IDEA) laws and regulations.
- ▶ **Collaborative Problem-Solving** - Focuses on the student's needs, not blame.
- ▶ **Keeps Relationships Strong** - Helps prevent conflicts and maintain open communication.
- ▶ **Protects Rights** - If the process doesn't resolve concerns, families retain procedural rights.
- ▶ **Confidential** - Conversations stay private and are independent of any complaint process.

