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## ***Parent Request for a Due Process Hearing***

1. The administrative assistant opens the request and assigns it to the consultant next in line.
2. The consultant checks the request for completeness. If it is not complete, the parent is contacted and asked to resubmit.
3. If it is complete, the consultant contacts the SAU and asks them to fax a copy of the date-stamped page of their copy of the hearing request. The date the request is received by the SAU is the official date of receipt for the request. If the SAU has not received their copy, the Due Process Office (DPO) contacts the family and lets the family know the DPO will **take no further action** until the date-stamped copy is received by DPO.
4. All information is entered into the docket and a case name and number assigned.
5. If the parent has requested mediation, the SAU is asked if they wish to participate. If yes, the consultant will arrange for mediation. If no, mediation will not be held.
6. The consultant determines the following dates:
  - Date ranges for mediation, when appropriate. Mediation must be held between the 21<sup>st</sup> day and 30<sup>th</sup> day from SAU's receipt of the request.
  - Date by which the SAU must hold a resolution session (within 15 days of date of the SAU's receipt of the request), and the date for the expiration of the resolution period (30 days).
  - Date ranges for pre-hearing and hearing. These meetings are held after the 30 day resolution period has expired, at which time the 45 day hearing process begins.
7. If mediation is to be held, the consultant contacts the next mediator in line for a case. The mediator selects a date for mediation within the range specified.
8. The consultant contacts the next hearing officer in line for a case. The hearing officer selects pre-hearing and hearing dates within the ranges specified.
9. The administrative assistant arranges meeting locations and prepares appointment letters for the mediator (when appropriate) and hearing officer. These letters are copied to all parties and include pertinent meeting dates and locations, as well as additional information that is helpful in the facilitation of the hearing and mediation processes.
10. IDEA and MUSER require that the hearing officer's order be issued no later than 75 days from the date of the request, unless extensions have been granted to the parties by the hearing officer.

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