

## Consider SPARC when...

- You have done your best to resolve disagreements between the family and school, but cannot reach a resolution.
- You want to resolve differences quickly, inexpensively, and confidentially.

Inquiries are free and confidential. **Contact us today!**

### Conflict Resolution Program

Phone: 302-831-8158

Email: [sparc-info@udel.edu](mailto:sparc-info@udel.edu)

[www.bidenschool.udel.edu/ipa/serving-delaware/crp/sparc](http://www.bidenschool.udel.edu/ipa/serving-delaware/crp/sparc)

## Conflict Resolution Program

For more than 20 years, the Conflict Resolution Program has been dedicated to building statewide capacity for collaborative approaches to resolving conflict. The foundation of our work is built on key democratic practices: debate, dialogue, consensus building, and collaboration.

## Institute for Public Administration

The University of Delaware's Institute for Public Administration (IPA) addresses the policy, planning, and management needs of its partners through the integration of applied research, professional development, and the education of tomorrow's leaders.

Visit us online at [www.ipa.udel.edu](http://www.ipa.udel.edu).

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*Resolution services for  
families and schools in conflict*

# SPARC

*Special Education Partnership  
for the Amicable Resolution of Conflict*

## Program

*Provided by the*

Conflict Resolution Program  
Institute for Public Administration  
University of Delaware

*In cooperation with the*

Delaware Department of Education



# SPARC

## Special Education Partnership for the Amicable Resolution of Conflict

### Overview

SPARC is a statewide special education dispute resolution program serving families and schools in Delaware. When families and schools disagree, SPARC may be able to help with one of two services:

- **Special education mediation**, where a trained mediator assists the parties to resolve specific conflicts regarding a student's education.
- **IEP meeting facilitation**, in which a trained facilitator assists the IEP team in working together to develop an IEP for the student.

Our services are built on respect and self-determination, which nurture the family-school relationship. We help all parties work together in a positive way to resolve disputes by creating conditions for constructive dialogue and collaborative decision-making.

**Participating in SPARC services may not be used to delay or deny the right to a due process hearing or any other rights afforded to parents under the Individuals with Disabilities Education Act (IDEA).**

### Staff

SPARC is administered through the University of Delaware's Conflict Resolution Program by experienced mediators and facilitators who specialize in special education dispute resolution.

SPARC staff adhere to the highest standards of ethics, professional competence, and personal integrity. We are committed to providing confidential and impartial dispute resolution services to those in need.

### SPARC services are...

- Confidential
- Free
- Voluntary
- Effective
- Expedient
- Respectful

### You gain...

- A voice in discussions and decisions
- Confidential and impartial assistance
- Facilitated, open dialogue and problem-solving
- Recognition of your perspective and goals

*Exceptional children deserve exceptional family-school partnerships.*