

SPARC

*Special Education Partnership
for the Amicable Resolution of Conflict*

Mediation Services

About SPARC Mediation Services

SPARC mediation services are available to families and schools who want to resolve differences regarding the education of a student with a disability.

SPARC mediation...

- Is free, voluntary, and confidential.
- Encourages dialogue.
- Ensures concerns are heard.
- Finds common ground.
- Rebuilds home-school relationships.
- Empowers participants to find a mutually agreeable solution.

In mediation, the participants determine the outcome, not the mediator.

Inquiries are free and confidential.

For more information, contact our office.

**Conflict Resolution Program
Institute for Public Administration
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Email: sparc-info@udel.edu

www.bidenschool.udel.edu/ipa/serving-delaware/crp/sparc

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How does mediation work?

1. A SPARC mediator will speak with both parties to listen to concerns, explain the mediation process, and answer questions.
2. If all parties are willing to participate, the mediator will coordinate a time and place for the mediation.
3. The mediator guides the participants through a process that encourages open dialogue, helps clarify the issues, promotes understanding, and works to reach a mutually satisfying agreement that is in the best interest of the student.
4. The participants control and create the outcome of the mediation, and the resolutions reached are documented in a mediation agreement, which is legally binding.
5. If the participants do not reach a resolution, the participants may pursue other forms of resolution or exercise their procedural safeguards.