

Part C Dispute Resolution in Early Intervention

Your voice matters. You have options.

Sometimes families and Early Intervention teams may disagree about a child's services, eligibility, or other decisions. If you have a concern, you have the right to ask questions, share your perspective, and learn about your options.



KNOW YOUR OPTIONS

Virginia Early Intervention provides three formal options for resolving disagreements.



MEDIATION

Work together to find a solution.

Mediation gives families and the Early Intervention system an opportunity to work with a neutral mediator to help resolve a disagreement.

Mediation is voluntary and focuses on helping everyone communicate and work toward an agreement.

LEARN MORE ABOUT MEDIATION



ADMINISTRATIVE COMPLAINT

Have a concern about how requirements were followed?

An administrative complaint allows a family to formally raise a concern when they believe Early Intervention requirements have not been followed.

The complaint is reviewed through the Virginia Department of Behavioral Health and Developmental Services (DBHDS).

LEARN MORE ABOUT ADMINISTRATIVE COMPLAINTS



DUE PROCESS HEARING

Need a formal way to resolve a disagreement?

A due process hearing is a formal process for resolving certain disagreements involving a child's Early Intervention eligibility, identification, placement, or services.

An impartial hearing officer reviews the matter and makes a decision.

LEARN MORE ABOUT DUE PROCESS HEARINGS



NOT SURE WHAT TO DO?

You don't have to figure it out by yourself.

- Talk with your Service Coordinator. They can help you understand your concerns and explain your options.
- You can also visit Infant & Toddler Connection of Virginia for information about your rights, safeguards, and dispute resolution.



VISIT INFANT & TODDLER CONNECTION OF VIRGINIA



RESOURCE

Part C Dispute Resolution
s.moore@dbhds.virginia.gov

804-297-9759 or mail to:

Virginia DBHDS, Office of Early Intervention

Attn: Sarah Moore, PO Box 197

Richmond, VA 23219



YOUR VOICE MATTERS

You are an important member of your child's Early Intervention team. You have the right to:



Ask questions



Share your concerns



Participate in decisions about your child



Learn about your rights



Explore your dispute resolution options



NEED HELP FINDING RESOURCES?

New Path Family Support Network is here to help families of young children connect with information, resources, and support. We're here for you!

CONNECT WITH NEW PATH



Important Information: New Path Family Support Network provides information and resources to help families navigate Early Intervention. New Path does not provide legal advice or represent families in dispute resolution proceedings.



*We are here for you.
You are not alone.*