

# **Indicator 16: Measurement, Definitions and Historical Data**

June 2021

# Indicator 16

- **Measurement:** Percent of mediations held that resulted in mediation agreements
- This data is hypothetical and for illustrative purposes only.

## Mediations:



**18 of 25 mediations resulted in agreement:  $18 \div 25 = 72\%$**

# Definitions

- [AOE Dispute Resolution Page](#)
- Dispute Resolution Types
  - Mediation
  - Administrative Complaint
  - Due Process
  - Resolution Session
- Outcome

# Target Setting Template/Table

	FFY20	FFY21	FFY22	FFY23	FFY24	FFY25
Measurement: Percent of mediations held that resulted in mediation agreements						

# Historically Reaching Targets?

## Indicator 16

YEAR	2014	2015	2016	2017	2018	2019
Target	82%	82%	82%	82%	82%	82%
Data	83.33%	70%	91.67%	70.83%	64.29%	67.86%

# What do Complaints mean?

- Parent/LEA disagreement is not always indicative of non-compliance
- Most common reason for complaint is that parents don't feel heard
- Reasons why a family may/may not make a complaint
  - Fear of retribution
  - Lack of trust in the complaint system
  - Lack of knowledge of how to engage with the complaint system

# Contact

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