

More about mediation

Mediation is voluntary. Your right to an appeal hearing by an SEN Tribunal is not affected, whether you agree to mediation or not.

It is confidential. Nothing you say in mediation can be used without your permission.

The mediators will not take sides and must be acceptable to everyone.

The aim of mediation is for everyone to find and agree a workable solution that will last.

Ideally, points of agreement will be written down. Everyone who attends the joint meeting should have authority to sign such an agreement.

This agreement is not a legal document, but will be used for future arrangements for your child.

How to get in touch

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Where do we operate?

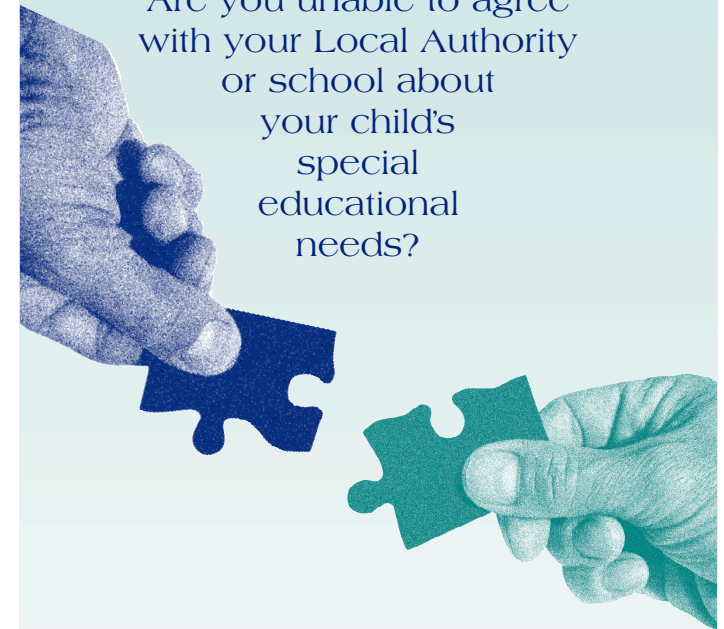
Bath & North East Somerset	Bristol
Bournemouth	Devon
Cornwall	Gloucestershire
Dorset	North Somerset
Isles of Scilly	Plymouth
Pool	
Somerset	
South Gloucestershire	
Swindon	Torbay
Wiltshire	

If you would like this information in a different format or language please let us know

Wessex Mediation
(Disagreement Resolution Service)

Special Educational Needs Resolving Disagreement

Are you unable to agree with your Local Authority or school about your child's special educational needs?



Wessex
Mediation
may be able
to help.

This is a free service to parents



Why can mediation help?

Mediation can help by:

- Improving communication between parents/carers, schools and LAs
- Helping to rebuild the trust between parents/carers and professionals so they can share their knowledge of the child and their concerns to find the best solution for all involved
- Exploring and discussing the different possible courses of action which could be followed

Why is this service on offer?

The government requires all Local Authorities to provide an independent service to help when parents/carers and the education authorities cannot agree on how to meet a child's special educational needs.

When we know you are interested in mediation

We will explain the mediation process to you in more detail. Then with your agreement we contact the other parties.

When everyone agrees an independent impartial mediator is appointed.

A mediator will then contact you to:

- Listen to your concerns and explain how mediation can work
- Ask what you would like to achieve within the mediation process
- Explain what happens at a mediation meeting
- Ask for agreement to arrange a joint meeting with those involved with your child

Mediators will talk to you about who should be at the meeting.

Parents/carers may wish to bring an independent parental supporter from the local Parent Partnership Service, or a relative or friend.

What happens at mediation?

At the joint meeting, the mediator will help those present to:

- Explain what the problems are
- Identify areas of agreement and disagreement
- Listen to the concerns of others
- Express their own feelings and concerns about the situation
- Suggest their ideal solution
- Suggest other workable solutions
- Discuss how practical these are
- Reach a solution that all can accept
- Work out how to check whether the solution is working

REMEMBER - THE MEDIATOR MAKES NO DECISIONS. IT HAS TO BE YOUR AGREEMENT.

