Mediation and disagreement resolution services

The Children and Families Act 2014 requires all local authorities to provide independent mediation and disagreement resolution services to help when parents or young people cannot agree with the local authority or other providers about the special educational, health or care provision for a child or young person.
Other providers include early years settings, schools, colleges and other post-16 provision.

The disagreement resolution arrangements are for all children and young people who have special educational needs, not just those who are being assessed for, or have, an Education Health and Care Plan.

The mediation arrangements are for those who are considering making an appeal to the First-Tier Tribunal (SEND). The law says that young people or parents who want to appeal to the First-Tier Tribunal (SEND) must first contact a mediation adviser. The mediation adviser will give you information about mediation. It is then up to you whether you request a mediation meeting. Once you have had mediation advice or engaged in mediation, we will issue a certificate so that you can lodge your appeal.
You do not have to have mediation advice if your appeal is only about placement, the health and social care elements of an EHC Plan or if it is a disability discrimination claim.

Your right to appeal is not affected whether you agree to mediation or not and the Tribunal will not make any assumptions if you have not tried mediation.

How to reach us

To receive mediation advice or to speak to someone about our mediation or disagreement resolution services, please contact us on:

Phone: 0800 064 4488 or 020 8441 1355

Email: sen@globalmediation.co.uk

Post: Global Mediation Ltd (SEN)
8 Lytton Road, Barnet, EN5 5BY

Website: www.globalmediation.co.uk

Our mediation adviser or SEND Case Manager will speak to you in confidence about mediation and whether mediation or disagreement resolution would be right for you. If everyone agrees, we will make the arrangements for you.

The service is independent of the local authority and is free to young people with special educational needs and to the parents of children with special educational needs.

Opening times

Monday	0900 - 1800
Tuesday	0900 - 1930
Wednesday	0900 - 1800
Thursday	0900 - 1930
Friday	0900 - 1800

Global Mediation
REPLACING CONFLICT WITH HARMONY

ISO 9001 REGISTERED FIRM

Crystal Mark 14063
Clarity approved by Plain English Campaign

Not able to reach agreement about special educational provision, or health and care provision in an Education Health and Care (EHC) Plan?

Try mediation or disagreement resolution: a free service for parents and carers of children with special educational needs and for young people with special educational needs.

Our mediation and disagreement resolution service aims to help young people, parents and carers, local authorities and others who are responsible for making special educational, health and care provision reach an agreement that is in the best interests of the child or young person.

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What is mediation?

Mediation, or disagreement resolution, is a confidential way of sorting out a disagreement in a safe and friendly environment. It can improve communication and help to rebuild trust and good working relationships.

Mediators are trained and experienced in helping people who disagree to find a way forward. Our mediators will not take sides, tell anyone what to do or try to influence the agreement you reach. Their job is to help people stand back from the disagreement and look for new ways of solving the problem.

Mediation is voluntary for parents and young people. You do not have to take part and are free to leave at any time. If you decide not to go to mediation, your right to appeal to the First-Tier Tribunal (SEND) is not affected.

The mediation and disagreement resolution service is completely neutral and independent of the local authority, schools and other providers of special educational provision.

Why does mediation work?

Mediation is a tried and tested way of sorting out disagreements. It works because:

- it gets the right people and information together to try to come to an agreement without further delays;
- it gives you the chance to speak freely and be listened to;
- it helps everyone to focus on the important issues and the needs of the child or young person;
- it gives you the chance to build a better working relationship with the professionals involved.

The service is free to young people, parents or carers. Mediation does not stop you appealing to the First-Tier Tribunal (SEND) or affect your other legal rights.

How does mediation work?

Before the meeting, we will speak to those involved (usually by phone) and explain what happens at mediation and answer any questions or concerns you may have.

We will arrange the meeting at a neutral venue within 30 days of your request on a date when all the main people can be there. You can bring a friend or supporter with you and we will confirm everything in writing at least 5 days before the mediation.

When you arrive, the mediator will explain what will happen and check that you are happy with the arrangements. The mediator will make sure that everyone has a chance to give their views.

The mediation then continues with joint discussions to look for a solution that everyone can agree to. The mediation is confidential. At the end of the meeting, the mediator will help to draw up a written agreement. You can decide together who will be able to see it.

The mediation will be arranged within the time limits set out in the SEND Code of Practice.

What should I do now?

Mediation is not always the answer. Most disagreements about special educational provision can be sorted out by talking with the early years setting, school, college or local authority. So before you contact us, it is important that you try the following :

- Contact your local Information, Advice and Support Services (IASS)
- Speak to the class teacher or SENCO
- Speak to the local authority
- Ask for a meeting with a contact person at the local authority

If you have done all of the above and have still not been able to sort things out, it might be an idea to try mediation.

If you are not sure if a disagreement resolution or mediation is right for you, we can explain how they work and what your options are.

If you are considering lodging an appeal with the First-Tier Tribunal (SEND), we can provide the mediation advice you will need to get the certificate you need.

You can also ask your local Information Advice and Support Service for advice about disagreement resolution and mediation.