What is mediation?

Mediation is a way of helping people to reach an agreement about something they are not happy about.

Mediation only takes place if parents and young people want it.

How does it work?

A special person (a Mediator) will speak to you and explain how it works. They will ask you what you are not happy about.

The Mediator will also speak to the people who you disagree with. They may also speak to others, for example somebody from school.

This is so the Mediator understands the problem.

There will then be a meeting that includes the Mediator.

This will last about three to four hours and will be somewhere near to where you live.

At the meeting everybody will work together to find a solution for the problem.

The Mediator makes sure that everyone stays calm and listens to what the others are saying.

The Mediator also makes sure that nothing gets forgotten.

The mediator is not on anyone’s side and does not decide the outcome.

What does the SEND Mediation and Disagreement Resolution Service do?

It helps to sort out disagreements about the needs of children and young people with special needs or disability.

Disagreements can be about education, health and care (EHC) assessments or the EHC plan. They can also be about what happens at school or college and other problems.

What is a mediation information and awareness session (MIAS)?

You have to have a MIAS if you want to go to the tribunal. Somebody from the mediation service will ring you and explain how mediation works.

This helps you to decide if mediation is the right way for you. You can ask as many questions as you like.

If you go to mediation you can still make an appeal to the tribunal.

How to get in touch with our services

Any parents/carers or young adult can contact us directly.

No paperwork is required. Simply phone or email us.

We are open Monday to Friday between 9am to 6pm.

Outside these hours you can leave a message and we will ring you back.

t: 03330 062 835

e: senmediation@kids.org.uk

www.kids.org.uk/mediation
Service
Disagreement Resolution
and
Mediation and Disability (SEND) Special Educational Needs

KIDS is a national charity.

Who we are

For example, mediation could be a way of helping disagree about something. People to find a solution when they need help. The law says that young people need during lessons: for example, you feel your college is not giving you the extra help you need. Special needs or disabilities? Support that you have for your child that is not happy with the level of support they need or disabilities for their special needs. Sometimes parents/careers are not happy with the level of support their child receives for their special needs.

We also have 13 years experience of providing Special Educational Needs and Disability (SEND) Mediation and Disagreement Resolution Services for many local authorities.

We support over 8,000 disabled children and young people each year.

We have worked with disabled children and their families for over 40 years. We have

Contact us

www.kids.org.uk/medianation
03330 062-835

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027936
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027396

Why are we here?

The age of 25 young adults up to their children and parents/careers and

A service for