



This service is run by Mediation Works for the benefit of children with special educational needs

SEN Mediation Services
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Helping Solve Disagreements

What is Mediation Works?

Mediation Works is a special educational needs mediation service. It is impartial and independent.

What does Mediation Works offer?

If a parent and the Local Authority or school have been unable to reach agreement about a child's special educational needs, mediation offers the chance for an independent person to become involved to help find a solution.

Who can contact Mediation Works?

Parent/carers, the Local Authority, the school and anyone involved in the child's education.

What can mediators do?

They can talk to parents, and the Local Authority and school staff, to find out what has been happening and what the problems are.

They can arrange a meeting between the parties where everyone's views can be heard.

This meeting will take place in a neutral venue away from; home, the Local Authority's office or the child's school.

Who are the mediators?

They are people with experience of listening and seeing problems from all sides. They are trained in mediation skills and have a good understanding of special educational needs issues.

When can Mediation Works be contacted?

At any time. Most issues can be sorted out by talking with the school or Local Authority. However, if you are not able to reach agreement in this way, Mediation Works is there to help.

Mediation can only take place if everyone agrees to it.

Mediation Works will not make decisions, nor tell parents/carers, the Local Authority or the school what to do.

The service is there to help both sides to express their views and

enable them to come to an agreement.

What if there is no agreement from a Mediation Works meeting?

Can I still appeal to the Special Educational Needs and Disability Tribunal (SEND)?

Using Mediation Works at any stage does not affect your right of appeal to the tribunal. Mediation Works can work along side the tribunal process.

Some situations that Mediation Works can help with:

- Refusal to assess by Local Authority
- Disagreement over what the statement says
- Placement
- Dissatisfaction with the delivery of the statement
- Disagreement with the child's school.

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