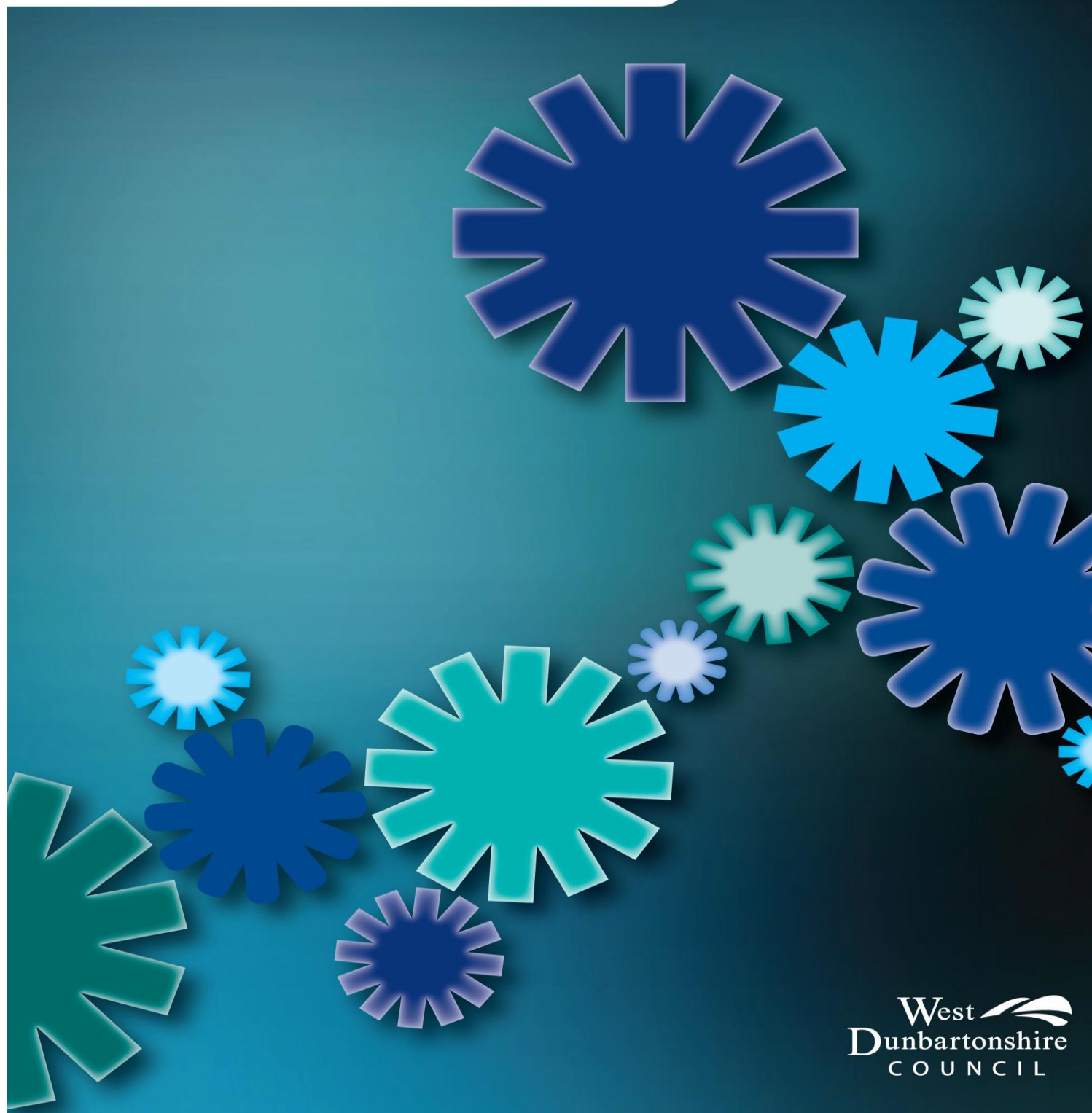


EDUCATIONAL SERVICES

A guide to: Getting Help and Resolving Disagreements: Mediation

Amended December 2015



A guide to: Getting Help and Resolving Disagreements: Mediation

Arrangements for resolving disagreements

The Education (Additional Support for Learning) (Scotland) Acts 2004 and 2009 create arrangements for resolving disagreements.

If you have a dispute:

- Talk to staff at your child's school.
- Talk to an officer of West Dunbartonshire Educational Services for advice and options.

In exceptional circumstances where it has not been possible for an agreement to be reached, parents have 3 alternatives:

- Mediation
- Dispute Resolution (see separate leaflet)
- Education Authority Appeal Committees
- Additional Support Needs Tribunal for Scotland (ASNTS)– for disputes concerning co-ordinated support plans, and/or certain placing requests (see separate leaflet)

This leaflet tells you how mediation works.

What is mediation?

Mediation is a voluntary process during which an independent third party (a mediator) assists those involved in disagreement or dispute to work together to find an agreement acceptable to all involved. Any issue relating to additional support needs is suitable for mediation.

What do you need to do to take part in mediation?

You need to be able to openly discuss the issues concerning your child's education. You must be prepared to listen to the views of the other parties involved. Both sides should bring information that will help solve the problem.

What takes place in mediation?

Each person has the chance to talk about his or her concerns and the needs of the child. The goal will be to reach agreement on the best plan for the child.

How mediation works in West Dunbartonshire

West Dunbartonshire has asked Resolve: Additional Support for Learning, an independent mediation service, to provide mediation locally.

If you have not been able to solve a disagreement at school or authority level you may use the mediation service by informing the person named on this information sheet that you wish to do so.

Further information can be obtained from

Enquire

www.enquire.org.uk

Scottish Government

www.scotland.gov.uk/Topics/Education

Education Scotland

www.educationscotland.gov.uk/supportinglearners/additional-supportneeds/index.asp

West Dunbartonshire Council

<http://www.west-dunbarton.gov.uk/education-and-learning/additional-support-needs>

Additional Support Needs Tribunal for Scotland (ASNTS)

www.asntscotland.gov.uk

Govan Law Centre

www.edlaw.org.uk

Leaflets in this series

A guide to...

- Accessing Specialist Provision in West Dunbartonshire Council
- Additional Support Needs Legislation
- Additional Support Needs in West Dunbartonshire Council
- The Co-ordinated Support Plan (CSP)
- Dyslexia
- Getting Help and Resolving Disagreements:
 - Mediation;
 - Dispute Resolution;
 - Additional Support Needs Tribunal for Scotland (ASNTS)
- Getting it Right for Every Child (GIRFEC)
- Going to Meetings to Discuss Your Child
- Staged Intervention
- The Central Support Service
- The Pre-school Assessment Team (PreScAT)

**For more information contact:
Additional Support Needs enquiries:**

Chris Smith, Education Manager – Children’s Services (01389 737374)
Anne Marie McDonald, Central Support Co-ordinator (0141 562 2492)
Pat Montgomery, Quality Improvement Officer (01389 737443)

Other formats

This document can be provided in large print, Braille, audio cassette, and can be translated into different languages.

Please contact:

Corporate Communications, Council Offices, Garshake Road,
Dumbarton, G82 3PU

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。
अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔