

For further information or to make a referral please contact:

**Parent to Parent Tayside  
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Dundee  
DD4 6RB**

**Tel: 01382 455200  
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[www.parent-to-parent.org](http://www.parent-to-parent.org)



A copy of our Complaints Procedure is available by contacting the Project Manager on 01382 455200.

Charity Number SC 003095

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Education and Children's Services  
Perth and Kinross Council  
Pullar House  
35 Kinnoull Street  
Perth  
PH1 5GD  
Tel 01738 476390

*Mediation Service*

*Additional Support Needs*

- Level of provision/support

This leaflet concerns the process of mediation and does not affect parental rights to other processes. For further information contact your appropriate Local Authority.

### *What is mediation?*

The mediation service is for parents/carers of children with additional support needs. Mediation is a method of conflict resolution that enables people who seriously disagree to reach a mutually acceptable solution with the help of a third party – the mediator(s). Through mediation many disputes can be settled in a prompt and confidential manner. Mediators help people to identify their needs, clarify issues, explore solutions and negotiate an agreement. They can help people in dispute to communicate with each other, reduce conflict and reach agreement. The mediators have experience of the education system and have undertaken mediation training in additional support needs.

### *Who can use the service?*

The service is for parents or carers of children with additional support needs who are currently in disagreement about their child's education e.g.

- Allegations of bullying
- The choice of school
- Inclusion and accessibility
- Multiple exclusions from school

Either the parent or the Authority can access the service if they foresee areas of potential conflict.

### *Who mediates?*

Mediators come from all walks of life. They are not employed by the Local Authority and therefore they have an independent approach to each situation. They have been trained in mediation skills and have an understanding of additional support needs.

### **The Mediation Process**

When both parties decide that mediation might be the way ahead a mediator will contact them separately to arrange a meeting. There will be an opportunity to discuss the situation in complete confidence and decide if mediation would be beneficial. In some situations mediation may not be necessary as the conflict may be resolved by informal contact between the family, the mediator and the Local Authority

The Mediation Service is a partnership between Parent to Parent Tayside and Angus, Dundee and Perth & Kinross Local Authorities.