

Everybody deserves an equal chance in life. There are no exceptions.

This includes those with behavioural challenges, learning difficulties, physical disabilities, complex health needs and autism spectrum conditions. Each one has the ability and the right to experience joy, happiness and hope.

At the Together Trust we do everything in our power to make that happen and we've been doing it since 1870. We continue to meet the needs of thousands of children, young people and adults in the North West and beyond.

There is nothing more rewarding for us than seeing someone break through their barriers and take control of their life.

For more information please contact:

Together Trust Disagreement Resolution Services

t: 0161 283 4836

e: drs@togethertrust.org.uk

For more information about the Together Trust and our range of services please contact:

General enquiries:

t: 0161 283 4848

e: enquiries@togethertrust.org.uk

sen disagreement resolution service east midlands



Provision of SEN Disagreement Resolution Services

By law, each Local Authority has to provide an independent disagreement resolution service. The Together Trust is a charity with experience of disagreement resolution. It is independent of Local Authorities (LAs), schools and parents and can offer a neutral stance when disagreements arise.

www.togethertrust.org.uk

Registered charity number 209782

together
trust educational services

Providing independent Disagreement Resolution for parents/carers of children with Special Educational Needs (SEN), Local Authorities and schools.

together
trust educational services

What is it?

Mediation is a positive way of solving problems that aims to improve communication and help with negotiation.

Voluntary: Mediation cannot take place unless the right people agree to attend. Anyone can stop the process at any time.

Independent: a Mediator (sometimes called a Facilitator) will lead the meeting. A mediator is qualified, experienced and will help explore all options to find a win-win result.

Confidential: the written record of the meeting is signed by all attendees, and everyone who signed it will receive a copy. Details of the meeting are not shared with anyone else.



Key facts

- Mediation is a positive way of resolving disagreements. Everyone is involved in making decisions.
- Mediation is voluntary. Everyone agrees to mediation, and can stop taking part at any time.
- Mediators are independent and neutral. They do not take sides.
- It is confidential. The record of discussion is agreed at the meeting and everyone receives a copy.
- It is free of charge to parents/carers.
- Mediation can be arranged within the time limits for registering an appeal to the SEN tribunal.

How it works

Referrals are made directly to the service by parents/carers, schools or by Local Authorities. Everyone must agree to mediation before a meeting is arranged.

We will make contact to explain the process and answer any questions. The Mediator will also make contact to discuss your concerns in detail, and advise whether mediation is the best action to take. We will then arrange a meeting at a convenient time and at a neutral location.

The service is provided free of charge to parents/carers. It does not affect your ability to take your case to the SEN Tribunal or interfere with other legal rights.

Why it works

Mediation allows key people to take part, and gives everyone a chance to speak and listen. It can be a mix of group and individual conversations, but will always focus on the important issues.

Mediators are neutral and do not take sides, judge, or tell anyone what to do. This gives them the ability to focus on restoring and protecting relationships, and assists everyone to consider what is right for the child.

All actions are agreed as a group, and no one is forced to do anything they are not comfortable with. This contributes to the high success rate, along with its informality, speed and low-cost.

