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## HOW TO CONTACT US

Phone: 020 7837 2900

Email: [enquiries.london@kids.org.uk](mailto:enquiries.london@kids.org.uk)

Post: KIDS London, 49 Mecklenburgh Square,  
London WC1N 2NY

Web: [www.kids.org.uk/mediation](http://www.kids.org.uk/mediation)

Fax: 020 7520 0406

Copies of this leaflet are also available on audio tape, Braille, in larger font and in different community languages.

Please contact us for more information.

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KIDS Registered Charity No 275936  
Company Limited by Guarantee No 1346252



# KIDS London Special Educational Needs (SEN) Mediation Service

Resolving disagreements over  
provision for children's special  
educational needs

Call us on 020 7837 2900

## WHO ARE WE?

KIDS London SEN (Special Educational Needs) Mediation Service aims to settle disputes that arise between parents and local authorities/ schools about the special educational needs of children, and how best to meet those needs.

Our service is managed by KIDS, an independent charity with over thirty years experience of working with children with special needs and their families.

Our service is confidential and provided free of charge for parents.

## WHAT IS MEDIATION?

Mediation is an informal, voluntary process which involves an independent third party (the mediator) helping those in dispute to negotiate solutions which are acceptable to all parties.

The mediator is impartial, does not take sides, nor put forward suggestions or possible solutions to the dispute. The mediator is in control of the process, but not of the outcome. It is the parties themselves who find solutions and decide the outcome, through taking part in the mediation meeting.

## WHEN DOES MEDIATION WORK BEST?

Mediation works best when people are genuinely willing to listen to each other (irrespective of their positions) and have a real desire to work with each other to find ways forward.

## HOW IS A REFERRAL MADE?

Simply by calling us on 020 7837 2900 or emailing [enquiries.london@kids.org.uk](mailto:enquiries.london@kids.org.uk).

## WHO CAN MAKE A REFERRAL?

Parents of children with special needs, Local Authority staff, Parent Partnership Officers, School representatives can all make referrals for mediation with our service.

It is important that parents have access to advice and information. This is usually provided by local parent partnership services.



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