



## MEDIATION AND DISPUTE RESOLUTION



### HOW WE CAN HELP

Are you aged 16- 25 ?

Are you **disabled** or do you have **special educational needs (SEND)** ?

**Special educational needs** are when you need extra support to learn things.



Are you not happy with **the extra help** you get for your **SEND**?

For example: you don't agree with what is happening at your school or college.

The law says that you can get support if you have a **disagreement** with your **school, college, local authority or health provider**.



**Mediation helps people to sort out things they do not agree about.**

Most people who are **16 years old** and have finished **Year 11** can make their own decisions about what support they want .



If you would like a parent , carer, friend or advocate to help then that is ok. Its up to you.

How **KIDS Mediation** works:



Our service **does not take sides** and does not tell you what to **decide**.



Our service is **confidential**. We only tell other people what you have said to us **if you say it is OK**. But we have to tell somebody if we think you may be in **danger**.

**A person (the Mediator)** asks you what you are not happy about and what you want to change.

The Mediator also speaks to the people who you do not agree with.



This is so the Mediator **understands the problem** from all sides.

The Mediator sets up a meeting **where everybody** can talk about the help you need. **You** will be at that meeting. **and can have your say**.

The Mediator makes **sure that everyone stays calm and listens** to what everyone says.

The Mediator helps everybody to work out a **solution**. This is called the **Agreement**.



The **Agreement** is written by the Mediator and **everybody** signs their name.



Any questions? Contact us and we can tell you more



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