



## Who we are

A national charity established in 1970, KIDS leads the way in supporting children and young people with SEND (Special Educational Needs and Disability) and their families.

KIDS has been providing a confidential SEND mediation service to help resolve disagreements for 20 years, annually delivering in excess of 900 Mediations across more than 50 local authorities, achieving full or partial agreement in almost all cases.

## Contact us

We welcome enquiries from young people aged 16 to 25 years, parents or carers and professionals who are interested in our services. Our staff are available to provide you with impartial information and answer any questions you may have.

**Call: 03330 062 835**  
**(This is a local call rate number)**

**Email: [senmediation@kids.org.uk](mailto:senmediation@kids.org.uk)**

**Website: [www.kids.org.uk/mediation-info](http://www.kids.org.uk/mediation-info)**



Accredited by



Registered charity number: 275936



## What people say about our service

*"We were able to explain our case thoroughly and turn all the paperwork and reports into a real person. As a result we were able to get the agreement to assess our son for an Education Health and Care Plan (EHCP)".*  
Parents

*"A huge thank you for your support yesterday. It was, at times, a difficult meeting so your calm and patient mediation was invaluable".*  
Head Teacher

*"I was able able to listen to others rather than chairing the meeting myself - it brought balance and an acceptable outcome for all".*  
Local Authority



Giving  
**disabled children**  
a brighter future

# KIDS SEND Mediation Service

A highly regarded impartial  
and independent disagreement  
resolution service

## What is SEND Mediation?

- An informal and confidential service to help settle disagreements for your children and for young people with Special Educational Needs (age 0 to 25).
- Our service is free of charge, and it is quick and involves very little paperwork for you.
- It involves an expert independent mediator who helps you and the others in the disagreement find solutions and reach agreements.
- Discussions are managed fairly by the mediator to help everybody communicate openly and explore options.
- The mediator chairs the meeting, however it is you and the other participants who decide the outcome.
- Mediators are impartial, do not take sides, nor put forward possible solutions to your disagreement.
- We will help you prepare for the mediation meeting which takes place somewhere near you.

**Our mediators are impartial, do not take sides, and help parties to work together to find solutions to the dispute.**

## Mediation Advice Service

- Anyone appealing to the SEND Tribunal needs a certificate from a mediation adviser confirming that they have received information about mediation (see exceptions at the end of this page).
- The Mediation Advice helps you gain a clear idea of what mediation can offer you and how it works, and gives you an opportunity to ask questions. You do not have to go to mediation, just receive the mediation advice.
- Mediation Advice is usually provided on the telephone and we will give you as much time as you need to have all your mediation questions answered.
- If after the Mediation Advice you do not want to take part in mediation, we will provide you with a certificate within 3 working days so that you can make your appeal.

Exception: you do not have to contact a mediation adviser or get a certificate, if your disagreement is about the name or the type of education provider named in the EHC Plan (or if no education provider is named in Section I).



## What is SEND Disagreement Resolution (DR)?

- A parent or young person can ask for disagreement resolution about the provision for special educational needs at any time. However, others involved in the disagreement have to agree to take part in DR.
- DR covers all children and young people with SEND including those who do not have an Education Health and Care Plan (EHCP).

### When do SEND Mediation and Disagreement Resolution work best?

They work best when people are genuinely willing to listen to each other and have a real desire to work together to find ways forward.

