

Community mediation

Our aim is to provide a first class service and we are always looking for ways to improve. If you have any suggestions, or if you wish to make a complaint, please let us know quickly so we can take the appropriate steps to make sure our service meets your needs. A full copy of the Sacro Additional Support Needs (ASN) Mediation complaints procedure is available on request.



If you want this document translated into another language or format (including Braille, large print, audio disk or BSL DVD) please contact us via email or telephone number listed below.

Jeżeli ten dokument jest wymagany w innej wersji językowej lub formacie (w dużym druku lub na dyskietce audio) proszę się skontaktować z

إذا كنت تود الحصول على هذه الوثيقة مترجمة إلى لغة أخرى أو بشكل آخر (مثلا بالخط العريض أو القرص السمعي) فالرجاء الإتصال:

Если Вы хотите получить этот документ, переведенным на другой язык или в другом формате (крупным шрифтом или на звуковом диске), пожалуйста, свяжитесь по

Jei jūs norite susipažinti su šiuo dokumentu jūs kalba ar gauti jį kitokiame formate (Didelėmis raidėmis ar audio disku), prašau susisiekti

Dacă doriți ca acest document să fie tradus într-o altă limbă sau într-un alt format (scris mare sau format audio), vă rugăm contactați

如果你需要把文件翻译成另一种语言或者把文件变成另一种格式（大号字体或声盘），请通过以下的邮件或电话方式联系我们。

Ma tha thu ag iarraidh eadar-theangachadh den sgrìobhainn seo ann an cànan neo cruth eile (clò mòr neo clàr clàistinneach) feuch an cuir thu fios gu

If you are deaf or have a hearing impairment, you can still communicate with the Council via Text Relay by dialling 18001 + telephone number:

03000 200 292



Aberdeen ASN Mediation Service
110 Crown Street
Aberdeen
AB11 6HJ
Tel: 01224 560550
Email: infoaberdeen@sacro.org.uk

Sacro Additional Support Needs (ASN) Mediation



sacro


ABERDEEN
CITY COUNCIL

The Education (Additional Support for Learning) (Scotland) Act 2004 places a duty on local authorities to provide access to independent mediation for resolving disputes with parents and carers of children and young people with additional support needs. This is known as **Additional Support Needs (ASN) Mediation**

What is Mediation?

“Mediation is a flexible process that can be used to settle disputes in a whole range of situations. Mediation involves an independent third party, the mediator, who helps people to agree a solution when there is a disagreement. The mediator helps parties work out what their issues and options are, then use those options to work out an agreement.”

www.scottishmediationnetwork.org.uk

All participants, including the child / young person, need to feel confident that their views and concerns will receive equal respect'. If the child/young person is not involved in the actual mediation meeting, their views can be included in whatever way is deemed most appropriate. The aim of mediation is for the disputing parties to come to a shared agreement themselves on how to resolve their disagreement.



How to refer to the service

Referrals can be made by parents / Carers or the Education Authority including school staff by contacting Aberdeen ASN Mediation Service. Contact details are available at the end of this leaflet.

How does mediation work?

When you get in touch we will arrange to speak confidentially with the various people involved so that we can hear everyone's point of view. We will meet at a time and location convenient to you.

After we have met individually, and if those involved are willing, we will arrange a mediation meeting to work out a way forward. Mediation meetings are organised so that everyone has a chance to speak and to be listened to.

Any agreement reached will be written up for you and a copy given to all parties. No-one else will have access to this agreement unless this is necessary in order to carry forward the points of agreement. This would always be discussed with you at the meeting. The mediator will not say what should be in the agreement, that's up to you.

The mediator's role is to ensure the meeting runs smoothly and everyone is supported to participate.

What if we can't reach agreement?

If no agreement is possible, parents and guardians can still choose to request the appointment of an independent adjudicator. Details on how to do this can be accessed via the local authority.

Our Guarantee

- Our staff will be polite and efficient
- All our mediators are highly trained
- We work according to strict rules of confidentiality
- We are independent and never take sides
- You will not be forced into taking part in mediation if you decide you don't want to

This service is free to parents/carers and guardians, children and young people

