



## ***SEN Dispute Resolution and Mediation Services***



***Do you have SEN support  
problems?***

*or*

***Problems around Education  
Health Care (EHC) Plans?***

### ***About Community Accord***

Community Accord is based in Bradford and was established in 2003.

We deliver mediation services and training programmes in different settings . working with individuals, housing associations, local authorities, health services and in workplaces across Yorkshire, the East Midlands as well as the South East and in London.

Community Accord is run as a co-operative; we work together to make decisions on how the company is run.



### ***Contact us***

To find out more about *Dispute Resolution* and *Mediation* and how they can help in your situation, please contact *Community Accord* on:

Tel: 01274 223313

or, email us at:

[info@communityaccord.com](mailto:info@communityaccord.com)

If contacting us is sensitive and you would prefer to drop us a text initially, you are welcome to do this on either 07909254103 or 07909254101.

Our website is:

[www.communityaccord.com](http://www.communityaccord.com)

Community Accord  
Unit 41, Carlisle Business Centre  
60 Carlisle Road  
Bradford.  
BD8 8BD.



Parents or Young People may disagree with a local authority, education provider or health authority about the provision they offer, or with a decision around an Education Health Care (EHC) plan.

A disagreement can be stressful and, the longer it goes on, the more it can affect the education of a young person or child.

***Disagreement Resolution and Mediation can help.***



## ***What are the benefits?***

### ***Independent....***

The mediator is independent from others involved in a dispute. They are there simply to help a conversation.

### ***You are in control....***

The agreements you reach are based on your ideas of what works for you / your child. Decisions are in your hands.

### ***Timely....***

A mediator will contact you within 5 working days, so the process can begin quickly.

### ***It de-escalates tensions....***

...and helps maintain or re-establish working relationships.

### ***Accessible financially....***

It is offered and paid for by the local authority.

### ***Another option....***

It simply offers you another way of resolving a dispute, where you may have considered only more formal options such as complaints processes / tribunals.

## ***What happens in Disagreement Resolution / Mediation?***

***Disagreement Resolution (DR) and Mediation both involve a Mediator.***

A mediator will listen to your concerns and find out what is important to you. They will talk to you about DR / Mediation and whether it is something you would like to try. These conversations are confidential. This conversation is sometimes called ***Mediation Advice.***

If you decide to go ahead, the mediator will contact others involved in the dispute and schedule a joint meeting in a neutral location where everyone involved can work towards resolving the problems.