

## Mediation is:-

- Voluntary and Confidential for you.
- An informal process bringing you and the Local Authority together to talk about the issues.
- About finding a way forward that works for everyone.

## If you decide to Mediate or request Disagreement Resolution:-

- Your mediator will arrange the mediation session at a local venue.
- They will liaise with you and the Local Authority representative to agree arrangements.
- A mediation session lasts approximately 2 hours.
- The Mediator is neutral and impartial.

The Mediation/ Disagreement Resolution is a confidential, informal meeting. It assists parties to have a discussion in which agreements are made.

It is an opportunity to "work things out by talking things through".



Contact Community Accord on:-  
01274 223313

or email us at:-  
[info@communityaccord.com](mailto:info@communityaccord.com)

More information is on our website:-  
[www.communityaccord.com](http://www.communityaccord.com)



SEND Mediation and Disagreement  
Resolution Service.



Your expert, independent SEND  
Mediation Service working locally  
and nationally.

## About Mediation and Disagreement Resolution:-

- Mediation can be a timely and effective way to resolve differences or issues around the educational, health and social care elements of an EHC Plan.
- It is voluntary for you but mandatory for the Local Authority if you choose to mediate.
- Before lodging an appeal at SEND Tribunal, parents and young people must at least consider Mediation as a way to resolve issues around the EHCP.
- Disagreement Resolution is voluntary for all parties.
- Mediation and Disagreement Resolution is free for you.
- Community Accord is contracted by but independent of your Local Authority.
- Participating in mediation does not affect your right to appeal to Tribunal.



### Issues that are appealable:-

- A decision not to assess.
- Refusal to issue an EHCP after an assessment.
- You have received a final EHCP and disagree with the contents of sections B and F.
- You are unhappy with the outcome of the annual review.
- Provision or support ceases or is amended without your agreement.
- Placement or educational setting (Disagreement Resolution or you can go directly to Tribunal without contacting a mediator).
- Tribunal can make non-binding recommendations about Health and Social Care aspects of the plan when you are appealing any of the above elements.

### Next Steps:-

- Contact Community Accord as soon as possible.
- We will take some contact details from you and arrange a convenient time for a Mediation Advice Call to discuss your options and timescales for appeal.

### Mediation Advice Call:-

- Your mediator will listen to your concerns and find out what is really important to you.
- You will work with your Mediator to determine the best way forward.
- The Mediator will provide accurate information about the appeals process.

