



## Special Educational Needs and Disability (SEND) Mediation Service



03330 062 835  
[www.kids.org.uk/mediation](http://www.kids.org.uk/mediation)

A service for  
parents/carers and  
their children and  
young adults up to  
the age of 25

### Who we are

KIDS is a national charity.

For over 40 years we have worked with disabled children and young people and their families.

We support over 8,000 disabled children and young people along with their families each year.

We also have 13 years' experience of providing Special Educational Needs and Disability (SEND) Mediation and Disagreement Resolution Services for many local authorities.

### Contact us

03330 062 835  
[senmediation@kids.org.uk](mailto:senmediation@kids.org.uk)  
[www.kids.org.uk/mediation](http://www.kids.org.uk/mediation)



Registered Charity  
No 275936



Sometimes parents/carers are not happy with the level of support their child receives for their special needs or disability.

As you get older, maybe it is you that is not happy with the level of support that you have for your special needs or disability?

For example; you feel your college is not giving you the extra help you need during lessons.

The law says that young people (aged 16 to 25) must be involved in the decisions that are about them.

Mediation is a way of helping people to find a solution when they disagree about something.

For example, mediation could be a way of agreeing extra support.

## What is mediation?

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Mediation is a way of helping people to reach an agreement about something they are not happy about.

Mediation only takes place if parents and young people want it.



## How does it work?

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A special person (a Mediator) will speak to you and explain how it works. They will ask you what you are not happy about.

The Mediator will also speak to the people who you disagree with. They may also speak to others, for example somebody from school.

This is so the Mediator understands the problem.

There will then be a meeting that includes the Mediator.

This will last about three to four hours and will be somewhere near to where you live.

At the meeting everybody will work together to find a solution for the problem.

The Mediator makes sure that everyone stays calm and listens to what the others are saying.

The Mediator also makes sure that nothing gets forgotten.

The mediator is not on anyone's side and does not decide the outcome.

## What does the SEND Mediation Service do?

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It helps to sort out disagreements about the needs of children and young people with special needs or disability.

Disagreements can be about education, health and care (EHC) assessments or the EHC plan. They can also be about what happens at school or college and other problems.

## What is a mediation information and awareness session (MIAS)?

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You have to have a MIAS if you want to go to the tribunal. Somebody from the mediation service will ring you and explain how mediation works.

This helps you to decide if mediation is the right way for you. You can ask as many questions as you like.

If you go to mediation you can still make an appeal to the tribunal.



## How to get in touch with our services

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Any parents/carers or young adult can contact us directly.

No paperwork is required. Simply phone or email us.

We are open Monday to Friday between 9am to 6pm.

Outside these hours you can leave a message and we will ring you back.

t: 03330 062 835  
e: [senmediation@kids.org.uk](mailto:senmediation@kids.org.uk)  
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