

## Benefits of Mediation

- It is a free service
- It is confidential
- Your concerns will be heard
- Impartial service which is non judgemental and not biased
- Potential positive outcome without going to tribunal
- Any travel expense or other expenses incurred may be refundable



## Contact us:

Here's how to contact us once you've received your notification from the Local Authority for Mediation Advice

## Anglia Care Trust SEND Mediation team:

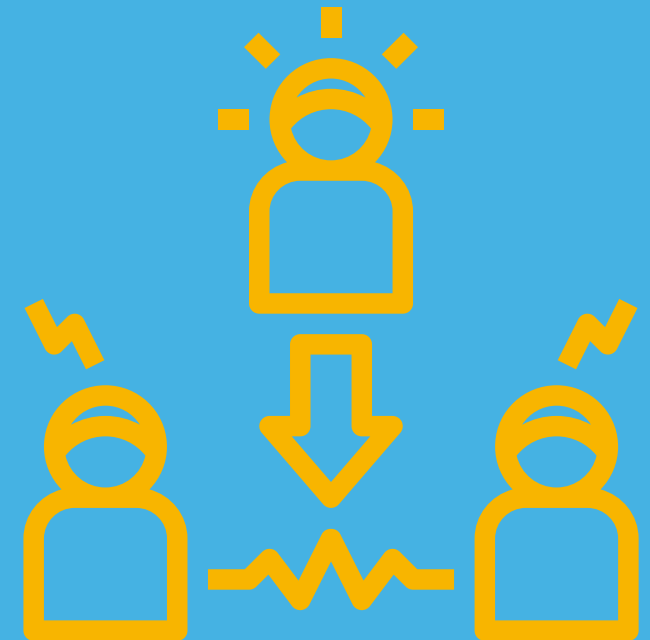
**01473 622888**

**[admin@angliacaretust.org.uk](mailto:admin@angliacaretust.org.uk)**

Anglia Care Trust: Unit 8 The Square,  
Martlesham Heath, Ipswich, Suffolk IP5 3SL



## SEND Mediation and Disagreement Resolution Service



## What is Mediation and Who Can Access It?

**If you have applied on behalf of your child, for an Education, Health and Care Plan (EHCP) and it has been rejected or if you have one in place for your child and are unhappy with particular areas set out in the plan, you can contact Anglia Care Trust (ACT), once you have received your notification from the Local Authority for Mediation Advice.**

We will provide you with information and guidance on what Mediation is so that you can make an informed decision about how to take your concerns forward.



If you decide to attend Mediation, your qualified Adviser will organise this with your Local Authority at a time that is convenient for all parties. Following Mediation, you will be issued with a certificate, which you will need to register an appeal to the SEND tribunal if you feel you still wish to address issues that were not resolved at Mediation.

If you do not decide to attend Mediation, you will be issued with the relevant certificate to say that you have accessed advice and can use this to appeal to the SEND tribunal.

All our mediators have recognised qualifications and are staff members or volunteers from Anglia Care Trust that are registered with the Civil Mediation Council, so have completed the necessary SEND specific training. They are independent and neutral facilitators; they do not take sides or give advice within the meeting; they do not make judgements or make decisions; their role is to manage the process fairly and to help all parties to communicate and explore the options to come to a resolution.

## What Happens During Mediation?

During the session the mediator will facilitate the discussion and all parties will have the chance to put forward their issues in a calm and relaxed manner.

The mediator may take notes during the session but will summarise all the actions which have been agreed and confirm everyone is satisfied at the end of the session. Each party will receive a copy of these. The aim of this session is to reach an agreement that is acceptable to everyone.

If you are not satisfied with the outcome at Mediation, your Mediation certificate can then be used to appeal if you choose to then take the case to the SEND tribunal. The tribunal will not take into account if mediation did or did not go ahead, nor will the outcomes or actions agreed at mediation be shared or considered.