

RESOLVE : ASL

MEDIATION SERVICE

Together
Listen Talk

creates solutions for education disagreements

What are Additional Support Needs?

ASN has no definitive list, it is the "additional support" long or short term that a child or young person requires to benefit from education and reach their full potential.



Time to talk

Benefits of Mediation

Impartial, independent and easy to arrange

Maintains the focus on the needs of the child/young person

Helps everyone understand differing points of view

Parties work together to get solutions

Agreement through listening and talking

Who we are?

Resolve:ASL is a free independent mediation service for parents and carers of children and young people with additional support needs (ASN). Established since 2004, Resolve:ASL is currently the largest ASN mediation provider in Scotland. The Service is delivered by a Mediation Manager, (a fully trained mediator) and a Mediation Officer together with a bank of skilled sessional mediators. The team has a wide range of knowledge across ASN, mediation and the Scottish education landscape.

How to raise issues and access mediation

If you are unable to resolve things locally contact the Education Officer for your area, who will try to find solution, or provide information about the best options available to you, including the offer of mediation.

You can also contact Enquire the Scottish Advice Service for additional support needs 0345 123 2203 or contact Resolve directly resolve@childreninscotland.org.uk

What is Mediation in Education?

Mediation is a voluntary confidential process that brings families and educators together to help resolve their disagreements and work through conflict in an informal setting.

Keeping focus on the child or young person's needs, the core aim is to build trust and understanding, restore and repair relationships and promote good communication.

"Thank you so much, the mediation was solution focused helping us all to move forward"

"Without mediation I doubt we would have achieved the outcome we did"

"Resolve helped the School and ourselves work together for the benefit of our child"



Time to listen

The Mediation

Once all parties in a dispute agree to mediation a trained mediator will be allocated who will speak privately with all parties to explain the mediation process, answer questions and plan next steps.

The mediator will gather information about the disagreement and discuss possible acceptable outcomes and solutions

If all parties agree to proceed, a mediation meeting will be arranged, this may be an on-line video call or a face to face meeting at a neutral venue - this session can last 1-2 hours



What happens if we don't reach agreement?

Even if an agreement is not reached, there is the potential for mediation to help understand the differing points of view, build trust, respect and improve communication.

If mediation is unsuccessful, there are other ways to address a dispute and Resolve will signpost you or you can contact Enquire for further details 0845 123 2303

At the Mediation Meeting your Mediator will

Facilitate open communication in safe environment

Ensure everyone gets the opportunity to talk and listen

Clarify and help identify options

Encourage each party to show respect and understanding for airing of differences

Assist everyone to move towards a sustainable solution – focusing on the child/young

After the Meeting

Your mediator will prepare a written summary of the meeting, detailing any actions and agreements. The summary will be shared with all parties at the meeting

A further meeting may be necessary and you will be contacted by a member of the Resolve team to arrange this

Preparing for the Mediation Meeting

Be willing to listen, compromise and be respectful

Be aware of your emotions and how you might control them

Be organised, think about what you want to say and how you might respond to questions

Think about possible solutions

Keep focus on the child/young person's needs

Your mediator can help you prepare

Further information

www.childreninScotland.org.uk/services/resolve

Email : resolve@childreninScotland.org.uk
Phone : 07955 788967

Our team are here to help

"The mediation felt fair and neutral"

"I felt listened to and able to speak freely and honestly"

"The patience and impartiality of the mediator worked well"

