



Disagreement Resolution Service

Providing access to independent disagreement resolution for parents/carers of children and young people with special educational needs, local authorities and schools.

Contact details...

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What is the Special Education Needs Disagreement Resolution Service?

The aim of the service is to assist parents, carers, local authorities and schools to resolve disputes about special educational needs provision through informal meetings and discussion.

Your Local Authority Education Officer, Parent Partnership Service and School will also know about this service.

Agreements reached at disagreement resolution meetings are not legally binding and the service does not replace the SEN Tribunal or formal arbitration.

About the Disagreement Resolution meeting

An independent, specially trained facilitator will manage the meeting in a safe, neutral environment.

The facilitator is impartial and has no vested interest in the outcome of the disagreement.

Attendance at the disagreement resolution meeting is voluntary.

The facilitator will explain how the disagreement resolution process works, and what can be expected from it.

The facilitator will support those involved as they work towards reaching an agreement, offering clarification and guidance.

Stages in the Disagreement Resolution Process

- Enquiries to the service are welcome from anyone and at any time.
- A referral to the service will be made by a named officer in the Local Education Authority.
- The service will contact those involved with advice on what needs to be done next.
- Those involved will be invited to a meeting at a convenient time and neutral venue.
- Those involved in the meeting will have the opportunity to explain their view of the disagreement and agree an agenda.
- The issues will be clarified and options can be explored to try and resolve the disagreement.
- Ideally an agreement will be made and the service will put this in writing for those involved.



every child matters