



RESOLVE: ASL

A mediation service for local authorities in Scotland



New arrangements for mediation

The Education (Additional Support for Learning) (Scotland) Act 2004 places duties on local authorities to provide access to independent mediation for resolving disputes with parents and carers of children and young people with additional support needs.

What is mediation?

Mediation is a voluntary process during which a neutral third person (a mediator) helps those involved in disagreement or dispute to work towards finding a mutually acceptable agreement.

How can mediation help you?

Mediation helps to build trust between everyone involved. It encourages everyone to understand what is happening and take part in making decisions.

Mediation helps us all to agree on what is best for your child and to find the way forward.

What do you need to do to take part in mediation?

You need to be able to openly discuss the issues concerning your child's education by bringing any information that is felt to be important/relevant to the process. You must also be prepared to listen to the views of the other parties involved.

What takes place in mediation?

Each person has the opportunity to express his/her concerns and talk about the needs of the child. Past, current and future plans will be discussed, but the goal will be to reach agreement on the most appropriate plan for the child.

Some issues suitable for mediation include

- school placement
- level of provision for a child with additional support needs
- exclusion
- transition of record of needs to coordinated support plans
- resolving communications between parents and staff

RESOLVE: ASL is an independent mediation service available in Scotland as an option to resolve conflict throughout additional support needs issues in education.

A RESOLVE: ASL mediator is a trained independent and neutral third party who will

- work with services and families to resolve disputes
- help with communication and encourage mutual understanding
- help the parties to arrive at the outcomes/agreements themselves
- establish a basis for effective parent/professional partnerships

A RESOLVE: ASL mediator does not make decisions or recommend solutions.

RESOLVE: ASL can approach parties in disputes and offer this service, however, mediation is a voluntary process so all parties involved must agree to take part.

There is no cost to parents or carers and young people who are involved in mediation.

RESOLVE: ASL has been set up by Children in Scotland to help local authorities to meet the mediation requirements in the new Education (Additional Support for Learning) (Scotland) Act 2004. It is based on the successful and effective Enquire mediation pilot project.

Children in Scotland is the national agency for voluntary, statutory and professional organisations and individuals working with children and their families in Scotland.

Children in Scotland exists to identify and promote the interests of children, young people and their families and to enable them to contribute to the development of policies and services which are of the highest possible quality and able to meet the needs of a diverse society. It does this with, through and for its members. Children in Scotland facilitates the Additional Support Needs Network and hosts Enquire, the national advice service for special educational needs in Scotland.

If you require more information or feel mediation would benefit your child or circumstances you can speak to:

ASL Manager
McLaren House, Marchmont Avenue
Polmont, Falkirk FK2 0NZ
Tel 01324 506649 Fax 01324 506689
e-mail: additionalssupport@falkirk.gov.uk
www.falkirk.gov.uk

You can also get more information about mediation online at www.resolveasi.org.uk

If you would like a copy in community languages, braille, large print or audio-tape call 01324 506649.

此文件設有其他
語文，請向有關
方面索取。

ਇਹ ਪਰਚਾ ਸਮਾਜ ਦੀਆਂ ਹੋਰ
ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਪੁੱਛਣ ਤੇ ਮਿਲਦਾ ਹੈ।

یہ دستاویز دوسری کمیونٹی زبانوں میں مطالبے پر دستیاب ہے۔

هذه الوثيقة متاحة عند الطلب
في اللغات الأخرى في المجتمع.



Information for Parents

RESOLVE

Mediation Service



Additional Support
Learning



Falkirk Council
Education Services