Community mediation

Our aim is to provide a first class service and we are always looking for ways to improve. If you have any suggestions, or if you wish to make a complaint, please let us know quickly so we can take the appropriate steps to make sure our service meets your needs. A full copy of the Sacro Additional Support Needs (ASN) Mediation complaints procedure is available on request.
The Education (Additional Support for Learning) (Scotland) Act 2004 places a duty 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. This is known as Additional Support Needs (ASN) Mediation.

What is Mediation?
“Mediation is a flexible process that can be used to settle disputes in a whole range of situations. Mediation involves an independent third party, the mediator, who helps people to agree a solution when there is a disagreement. The mediator helps parties work out what their issues and options are, then use those options to work out an agreement.”
www.scottishmediationnetwork.org.uk

All participants, including the child / young person, need to feel confident that their views and concerns will receive equal respect. If the child/young person is not involved in the actual mediation meeting, their views can be included in whatever way is deemed most appropriate. The aim of mediation is for the disputing parties to come to a shared agreement themselves on how to resolve their disagreement.

How to refer to the service
Referrals can be made by parents / Carers or the Education Authority including school staff by contacting Aberdeen ASN Mediation Service. Contact details are available at the end of this leaflet.

How does mediation work?
When you get in touch we will arrange to speak confidentially with the various people involved so that we can hear everyone’s point of view. We will meet at a time and location convenient to you.

After we have met individually, and if those involved are willing, we will arrange a mediation meeting to work out a way forward. Mediation meetings are organised so that everyone has a chance to speak and to be listened to.

Any agreement reached will be written up for you and a copy given to all parties. No-one else will have access to this agreement unless this is necessary in order to carry forward the points of agreement. This would always be discussed with you at the meeting. The mediator will not say what should be in the agreement, that’s up to you.

The mediator’s role is to ensure the meeting runs smoothly and everyone is supported to participate.

What if we can’t reach agreement?
If no agreement is possible, parents and guardians can still choose to request the appointment of an independent adjudicator. Details on how to do this can be accessed via the local authority.

Our Guarantee
• Our staff will be polite and efficient
• All our mediators are highly trained
• We work according to strict rules of confidentiality
• We are independent and never take sides
• You will not be forced into taking part in mediation if you decide you don’t want to

This service is free to parents/carers and guardians, children and young people.