

**Trafford
Disagreement
Resolution
Service**



Providing parents of
children with special
educational needs,
and the Local

Free
Confidential
Impartial
Independent
Voluntary
Disagreement
Resolution

Phone: 0161 912 1091



**What happens before, during
and after a Disagreement
Resolution Service Meeting?**

- You contact the DRS Co-ordinator, and they arrange for the mediator to meet you and the other people involved in the disagreement separately.
- Once everyone is in agreement, a meeting is arranged in a neutral venue and at a convenient time.
- At the meeting timetable of the meeting will be discussed.

- Then issues regarding the disagreement will be talked through and options explored to try to resolve the disagreement.
- An agreement on what needs to be done will be made and put in writing to everybody involved.
- The mediator will contact everybody about four weeks after the meeting to check if the agreements are in place and working, and if any further meetings are required.





What is a Disagreement Resolution Service?

It is a service that brings parents, LA and/or School staff together to try to talk through their disagreement through mediation, as simply and quickly as possible.

It is informal and only happens when all parties want to meet to sort out the disagreement.

The meetings are managed by specially trained mediators who do not take sides but who will listen to what you have to say and how you feel about the issues you don't agree about.

The Disagreement Resolution Service (DRS) does not affect a parent's right to continue with an appeal to a SEN tribunal.

When would you use the Disagreement Resolution Service?

The DRS can help when there are disagreements about a child's SEN:

- Parents and schools
or
- Parents and LA's

The DRS can help when disagreements have not been resolved through any other meetings.

The meeting could be about how a school is supporting a child with SEN or perhaps, the provision the LA are proposing to put in a statement of SEN.

For more information please contact:

0161 912 1091



Trafford CYPS brings together council and health services to improve outcomes for children, young people, their families and schools.

Why would you want to use the service?

An independent mediator will help the parties to try to work towards an agreement that is acceptable to everyone.

They will also help everyone to understand what is being said, and they guide the meeting so that everyone will have their point of view heard and acknowledged.

The meeting is held in a neutral venue.

It can sometimes prevent a case going to a SEN Tribunal.

