

Global Mediation

- a service for young people with special educational needs

If you have, or think you have, special educational needs and are having problems at school or college we may be able to help you. If you are aged 16 or over, you may be able to try mediation to help sort out the problems.

16-25

What is mediation and how can it help me?

- Are you unhappy with the help you get at school or college?
- Do you feel that the school, college or local authority do not understand your needs?
- Are you in dispute with the local authority about your EHC plan?

Don't worry, this can happen to everyone but sometimes you need another person to help you sort it out. That's what mediation is. It's a



chance to listen to everyone's side of the story in a safe place. It's not about blaming anyone, you just need to be honest and listen to everyone and then work out a solution together. A mediator will help everyone to do that. The mediator doesn't

take sides and they will help you all to work things out fairly.

How else could I get some help?

Sometimes mediation isn't the answer. You should speak to the school, college, the local authority or your parents first. If you need more help deciding what to do, you can find independent information, advice and support about SEND issues on your local authority's Local Offer page.

What happens at mediation?

Firstly you need to call us and we will see if everyone wants to try mediation.

A friendly mediator will speak to you in complete confidence – they are not allowed to tell your parents, your teachers or your friends.

We will tell you where to go and what you need to bring.

At the mediation, the mediator will help you all to look at different ways to sort things out and make a plan for you.

The mediator will make sure everyone stays calm and listens to each other.



Is it easy to get mediation?

Yes! It's free, you can bring someone with you and you don't have to make any of the arrangements, we will do it all for you. You've got nothing to lose, give it a go! All you need to do is :



call Global Mediation on 0800 064 4488

or email sen@globalmediation.co.uk

Get more information at

www.globalmediation.co.uk