

Oldham SEND Mediation and Dispute Resolution Process

All referral requests for Mediation and Dispute Resolution Services will be managed by POINT Mediation and Dispute Resolution Service. Referrals to our service can be made in the following ways

Tel: 0161 667 2054

email: enquiries@pointoldham.co.uk

All POINT Mediators are trained to Civil Mediation Council Standards

A member of our mediation and Dispute Resolution service will make initial contact with the parent, Carer or Young person requesting our service within 48 hours of receiving a referral.

Our team member will establish the needs of the parent, carer or young person to give advice about the process and how this could assist in resolving the dispute.

The parent, carer or young person can then make an informed choice as to whether to proceed with Mediation or Dispute Resolution.

Decision to proceed

Our appointed mediator will seek to secure the agreement to mediate from the other party in the dispute.

All parties agree to mediate

A date will be agreed for Mediation within 30 calendar days of the initial referral.

All parties will receive the mediation information pack within 7 days of confirmation that mediation will proceed. The pack will contain guidance on mediation and request position statements from each party 7 days prior to mediation. Support is available to assist with document preparation but this will not be the mediator assigned to hear the case on the day to protect impartiality.

On the day of the mediation or dispute resolution meeting, our Mediator will co-ordinate the day and will allow parties to explore a solution to the dispute.

The outcome and any agreed actions will be formulated into a mediation agreement signed at mediation by all parties.

A certificate of mediation will be issued at this stage which will formally conclude the process.

Copies of signed agreements and certificates will be issued to parties prior to them leaving the mediation

Note: The outcome of mediation does not affect a parent, carer or young person's right to appeal to the SEND Tribunal

Decision not to proceed

If a parent, carer or young person decides not to proceed then POINT will issue a certificate accordingly to that effect and our involvement will end at this stage

Note: This does NOT affect a parent, child or young person's right to appeal to the SEND tribunal service.

Parties will not mediate