

Disagreement Resolution and Complaints

From time to time, disagreements may arise about your child's Additional Learning Needs (ALN) or Additional Learning Provision (ALP). As far as possible these disagreements should be avoided or resolved at the earliest opportunity.

The aims of disagreement resolution are to:

- ✓ help bring together the relevant parties;
- ✓ support the needs of the child and young person;
- ✓ help to achieve early and informal resolution of disagreements through discussion and agreement;
- ✓ discuss the full range of options;
- ✓ ensure the minimum disruption to the child or young person's education

Firstly, discuss your concerns with your child's school or educational setting. The Parent Partnership Service can support you to do this and offer mediation and impartial advice and support (see below).

Steps for parents to consider:

- Narrow down your concerns or point of disagreement to one or two clear point.
- Make a list of key points you wish to be considered
- Make a list of any questions you have and would like responses to prior to attending a meeting.

Impartial Disagreement Resolution

The Parent Partnership Service can offer impartial advice and support to children or young people, and/or their parents where there is a disagreement about the support the pupil gets at school or college, a decision about Additional Learning Needs, or about an IDP. Being impartial means we don't take sides and we support families to have their voice heard, offering mediation when required.

This could include:

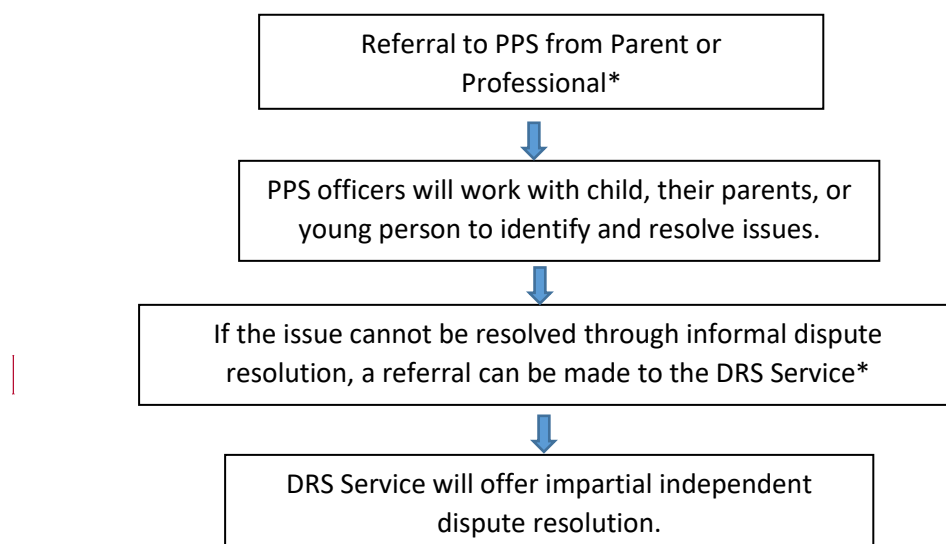
- ✓ Supporting parents with phone calls, emails and meetings
- ✓ Making sure parents are treated as equal partners and the family views are central to the process
- ✓ Encouraging open and inclusive communication so concerns and misunderstandings are dealt with early on
- ✓ Supporting families to have information that is accurate, up to date and relevant
- ✓ Helping to improve home-school communication ongoing so trust is built
- ✓ Explaining the legislation to families to understand Rights and Responsibilities, and signposting to further information when needed



- ✓ Supporting families to understand IDPs and making sure decisions are transparent, and all evidence is considered.

Independent Disagreement Resolution

This service provides a formal way of resolving disagreements about support for learners with ALN. This could be a disagreement between a child, their parents or a young person and Pembrokeshire County Council; or between a child, their parents or a young person and the school. The service is independent and is provided by SNAP Cymru for Pembrokeshire local authority.



** permission required from child, their parent or young person*

You can get details about accessing this service by contacting the Parent Partnership Service on 01437 776354

Complaints

The school's prospectus and their policy on Additional Learning Needs should include a complaints procedures for parents. You can ask for copies of the Complaints Policy and the ALN Policy from a school and they must be provided. These will also usually be available on the school's website.

Stages of Complaints:

- Your first step when making a formal complaint about issues in school should be to put your concerns in writing to the Head teacher.
- If you are not satisfied with the response received you can then write to the Chair of Governors.
- The Pembrokeshire County Council (PCC) complaints procedure is available on the website: www.pembrokeshire.gov.uk.
- For impartial advice you may wish to ring the Parent Partnership Service team on 01437 776354.
- In certain circumstances, you may make a complaint to the Public Services Ombudsman. More information is available at www.ombudsman-wales.org.uk.

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