



Parentline Scotland is the free, confidential helpline for parents and carers that helps parents provide the best possible care for their children.

Our Child Protection in Sport service works to establish policies and procedures to protect children in sport.

Childline in Scotland (0800 1111) provides support, protection and help to children and young people with worries about any problem or issue.*

*The Childline service in Scotland is delivered by CHILDREN 1ST on behalf of the NSPCC

Keeping children safe is everyone's responsibility. Join us in helping children and young people who need us.

What do I do next?

You can find out more about mediation from:

CHILDREN 1ST
 Highfield House Annex
 Northfield Terrace, Elgin, IV30 1NE
 Tel: 01343 5641 70
 Email: moray@children1st.org.uk

If you need to use the Mediation Service please contact:

Mark Elvines, Education Officer (ASN)
 The Moray Council, Council Offices
 High Street
 Elgin, IV30 1BX
 Tel: 01343 563096

Further information about Mediation and the Additional Support for Learning Act is available in your school or library, from the Enquire Parents Guide to the Act, or at www.enquire.org.uk
 Enquire helpline: 0845 123 23 03

All images are posed by models

This leaflet is available in large print

CHILDREN 1ST Registered Office
 83 Whitehouse Loan
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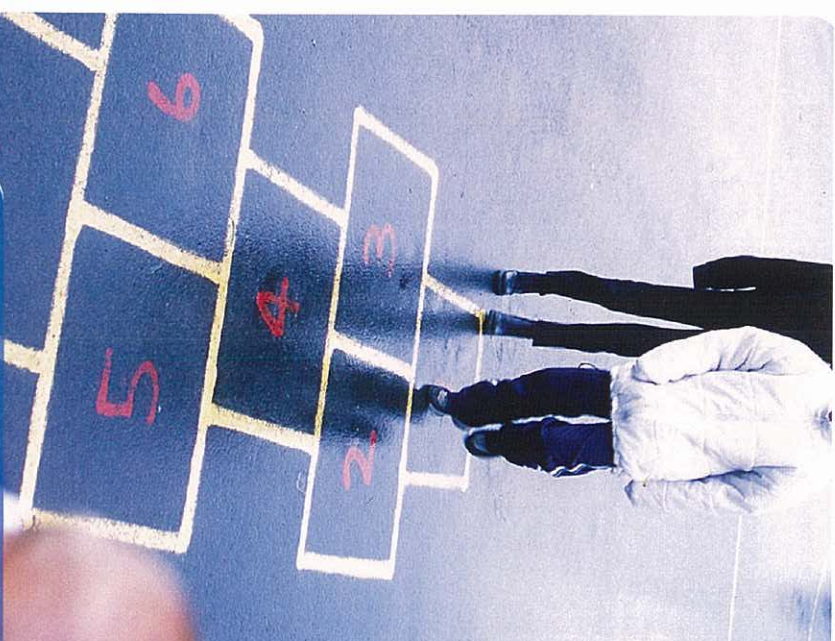
www.children1st.org.uk



PUTTING SCOTLAND'S VULNERABLE

CHILDREN 1ST

Registered Scottish Charity No. SC04092. CHILDREN 1ST is the working name of the Royal Scottish Society for Prevention of Cruelty to Children



Mediation in Education Moray

The Additional Support for Learning Act

The Additional Support for Learning Act requires the Moray Council to provide an independent mediation service for families, young people and the education authority. The council has asked CHILDREN 1ST to provide this service.

The Moray Council is committed to working in partnership with parents, young people and children. If a parent or a young person is concerned about the additional support being provided by the school they must discuss this in the first instance with the Head Teacher. Talking through issues as early as possible often makes them easier to resolve.

Sometimes however it's not possible to reach agreement and it can be helpful to involve someone from outside the situation.

What is mediation?

- It is voluntary.
It is important that the everyone comes to the table in good faith, with a will to settle the dispute. The dispute will only be resolved in mediation if everyone voluntarily decides on a way forward which is acceptable to all.
- It is confidential.
This means that issues and ideas for solving the situation can be discussed during the mediation, without fear of them being used against anyone in the future, if no agreement is reached.
- Mediations are easily arranged.
Usually it only takes a few phone calls for a session to be set up at a neutral venue.

Will it work?

- It is balanced.
Everyone has a fair chance to be heard. The mediator is trained to help everyone to have their say and understand each other's points of view.
 - The mediator is there to help you work out a realistic and fair agreement together but the decisions are yours.
The idea is for everyone to find, choose and agree new ways forward together.
- There are no guarantees of success but mediation increases the chances of improving things. Using mediation doesn't affect your legal rights or the right to an appeal at a later date.