



SNAP Cymru

What if we can't agree?



Additional Learning Needs Disagreement Resolution



What if we can't agree?

Sometimes you may disagree with others who support your child's needs or be unhappy about something they do or say.

It is essential that problems are dealt with as quickly as possible and for children, young people and parents to have access to impartial advice and support.

The Additional Learning Needs Act (Wales) requires **all local authorities to provide independent disagreement resolution services** to help when parents or young people do not agree with the local authority, schools or colleges about additional learning needs provision.

The aim of the disagreement resolution services is to help young people, parents, local authorities and others who are responsible for making additional learning needs provision, reach an agreement that is in the best interest of the child or young person.



What should I do first?

The first step to resolving a disagreement is to talk to the other party.

If you are concerned about the help that your child has at school, or college the first step is to talk to their teacher, the Additional Learning Needs Coordinator (ALNCo) or the Head teacher. It is never too early to seek help or advice and this should always start with the educational setting.

If you think the setting is doing all it can, but your child needs even more help, or you still disagree, you can also contact your Local Authority ALN (0-25) Casework team.

Share all the information you have about your child with the school, college or LA. They will:

- Listen and take your problem seriously
- Involve you and your child & consider your views
- Explore all the issues and concerns
- Gather information and plan a way forward

"I wish I'd come sooner, all the stress and disagreement would have been resolved so much earlier"

"After 18 months of frustration it finally feels like we are getting somewhere. The relationship between ourselves and the school and LA has definitely improved as a direct result of the disagreement session." - Parent



Contact Us

To speak with a member of our friendly team call our helpline or for more information on disagreement resolution see our website.

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 www.snapcymru.org

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What next?

Most disagreements can be sorted out by talking with the other party. However, if your concerns have not been resolved or communications have broken down, you may want to consider using **Dispute Resolution**.

These arrangements are for all children and young people who have additional learning needs. The service is there to help resolve disagreements about:

- how EY's providers, schools and FE's make ALN decisions
- the additional learning provision for a child or young person
- the content of IDP's
- local authority ALN decisions and reconsiderations
- as an alternative or alongside Tribunal appeals

SNAP Cymru Dispute Resolution Service

SNAP Cymru is a unique Welsh charity with over 35 years experience in the field of additional learning needs.

We have the expertise and knowledge to help people work together to resolve disagreements quickly, finding solutions that are right for the child or young person. We can help by:

- making sure everyone is focusing on the child or young person's best interests
- helping you find effective solutions as quickly as possible
- supporting communication, to help people 'hear' each other's point of view
- clarifying information to avoid misunderstandings
- exploring rights and options
- helping everyone to consider solutions and agreeing what to do next

"Many thanks to our mediator; who facilitated fairly and independently!"
LA Officer