

## Mediation in Education, Shetland

Where parents, carers or young people have concerns about additional learning support offered, we request that they first make use of our local complaints procedure at:

[www.shetland.gov.uk/education/hpc\\_complaints\\_procedure.asp](http://www.shetland.gov.uk/education/hpc_complaints_procedure.asp)

Anyone (parents, the school, or the Children's Services) involved in a disagreement to do with additional support needs in education can ask for mediation at any stage. There is no charge to parents.

**Common Ground Mediation** provides independent mediation services to Shetland. Their core service is helping to resolve disputes between parents and carers of children with additional support needs in education and the authority. Families have a right under the Additional Support for Learning Act to request this service.

More information about their services can be found at

[www.commongroundmediation.co.uk](http://www.commongroundmediation.co.uk)

Common Ground Mediation

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