

# References

Further information is available from:

Enquire,  
5 Shandwick Place,  
Edinburgh EH2 4RG  
0131-2222425

Additional Support Needs Tribunals for Scotland,  
Europa Building,  
450 Argyle Street,  
Glasgow G2 8LG  
0141-2420370

NHS Helpline Scotland,  
Network Scotland,  
Ruthven Lane,  
The Mews,  
Glasgow G12 8NT  
0800-224488

Scottish Public Services Ombudsman  
4 Melville Street,  
Edinburgh EH3 7NS



## Dispute Resolution Information for Parents and Young People




## Commitment

Renfrewshire Council is committed to working in partnership with children, young people, parents and carers. We hope therefore that disputes will not arise in the first place. If they do, then we promise to work with you to solve the problem.

## what is dispute resolution?

Dispute resolution was set up under the Education (Additional Support for Learning) (Scotland) Act 2004. It is therefore a formal process that is recognised in law. All education authorities must now have a dispute resolution process.



our son's  
teachers helped  
us resolve our  
issues

## who can use dispute resolution?

If you are a parent or are a "young person" (for most purposes that is, you are over 16 years old) and you are permanently resident in Renfrewshire, then you can use this procedure. It is only intended to be used however on matters to do with additional support for learning.

## when can dispute resolution be used?

You cannot be compelled to use dispute resolution. It is intended for individual cases, and not matters of general policy. It might be used in cases where, for example where it is thought there is non delivery of a service under a Co-ordinated Support Plan.



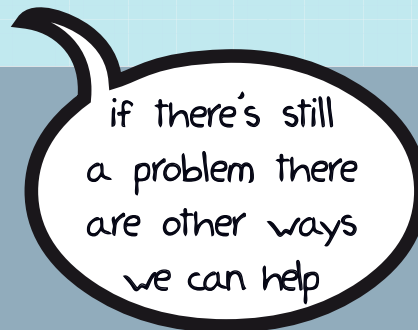
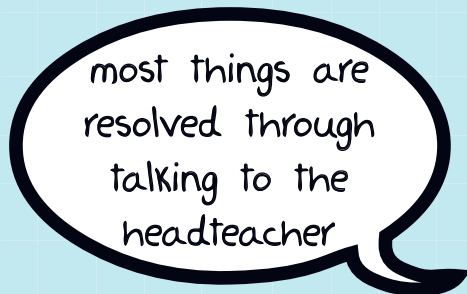
## what are the alternatives to Dispute Resolution?

The Authority also has an independent mediation service. In some cases such as placing requests, the Authority's Appeals Committee should be used. You may also have the right to refer a case to the Additional Support Needs Tribunal.



## I want to resolve a disagreement, what do I do now?

The first step is to talk to the headteacher, head of centre or your case educational psychologist. If this does not produce a solution, please contact the address at the end of this leaflet.

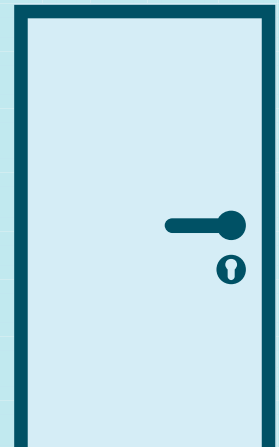


## what happens next?

The matter will be raised with the school or centre and investigated. All efforts will be made to resolve the matter at school or Authority level. If this cannot be done, then alternatives such as mediation will be offered to you. Should the matter still not be resolved, and it meets the requirements, then the disagreement can be referred for "Independent External Adjudication". The arrangements for this are set out by the Scottish Ministers.

Should the matter need independent external adjudication, the authority will offer you support in the preparation of your case.

Although the Authority will generally comply with any external adjudication, it is not obliged to do so. If you are dissatisfied with the outcome of the adjudication, then you could consider referral to the Courts, Scottish Ministers or Public Sector Ombudsman.



## Support and advocacy

Throughout the dispute resolution, and other, process you are entitled to be supported. This can be a friend, a relative, a voluntary worker, or an appropriate professional.

## Special needs and requirements

If you have special needs then the Authority will make such arrangements as are necessary to help you participate fully in these arrangements. This includes measures such as interpreter, signing services or provision of written material in alternative forms to meet the needs of those with a visual impairment or for whom English is an additional language.



## Further information

**Website:** A copy of the authority's full dispute resolution procedure is available on the Council web-site: [www.renfrewshire.gov.uk](http://www.renfrewshire.gov.uk)

**Address:** or, from:  
Pupil Services  
Education and Leisure Services  
Renfrewshire Council  
Cotton Street  
Paisley  
PA1 1LE

**Phone:** 0141 842 5441

**Email:** [asl.els@renfrewshire.gov.uk](mailto:asl.els@renfrewshire.gov.uk)

