© The London SEN Mediation Service

Referrals can be made by phone, email or letter.

Once a referral is received, we will seek confirmation to ensure that all parties agree to participate in mediation.

If the referral is made by a parent, a letter is sent to the Local Authority inviting participation in mediation.

Should the Local Authority decline participation, we will inform the parent that mediation cannot take place.

If all parties are willing to take part in mediation

We check that those attending the mediation have the authority to settle the dispute, and details of the disagreement from each party's perspective are taken down. If either party does not have sufficient authority, we may not offer a mediation meeting.

We prepare the relevant documentation for each party, setting out what they have described as the main areas of disagreement.

These documents are sent separately to each party to confirm accuracy. Each party is asked to sign a copy and return it in the envelope provided. Once confirmation is received, copies of the documentation are sent to all participating parties.

The Local Authority is asked to arrange a suitable, (quiet, neutral) local venue and inform us of details, location and to provide travel directions. This information is sent to all parties, together with the name and brief details about the mediator.

Mediation takes place

If agreement is reached, this is written up and a copy is given to each of the parties. The mediator sends a further copy to us. We send parties a typed copy of the agreement for their records.

As part of quality control, participants are also asked to complete evaluation forms and return them to us in sealed envelopes.