

The Education (Additional Support for Learning) (Scotland) Act 2004 highlighted the need for partnership working, trust and good communication between parents and the Education and Social Care department. At any meeting, the parent or young person has the right to bring a supporter with them unless it is deemed unreasonable to do so.

If a parent or young person has concerns about any aspect of educational provision then they should, in the first instance, contact the nursery or school and discuss the matter. Ideally, through discussion, dialogue and building on common ground, the majority of disputes should be resolved at this level. The Moray Council fully endorses this approach and is committed to developing a relationship of openness and trust with parents so that wherever possible disputes are avoided and, when concerns do arise these are addressed promptly and effectively before they develop into major issues. The parent or young person may also contact the Inclusion Managers to discuss concerns. They can be contacted via the general enquiries number on 01343 563374.

The parent or young person may also make a complaint using the complaints procedure. Details of this can be found at the following website:
http://www.moray.gov.uk/moray_standard/page_1379.html.

Very few matters cannot be resolved locally but if that happens then the parent or young person has the right to request mediation. In Moray, independent mediation is provided by Children 1st. The service is funded by Moray Council and is free to parents and young people. All mediators used by Children 1st are trained and act in accordance with the Code of Practice. The mediators are there to help work out a realistic and fair agreement. The service makes sure that all parties have a chance to talk about things from their point of view and can improve understanding and relationships between those in dispute. The mediation process should take no longer than thirty working days.

Requests for mediation services can be addressed to the Inclusion Manager via the general enquiries number on 01343 563374. They will discuss the matter with you and make arrangements as required. Details of the Children 1st service can be found on their web-site at <http://www.children1st.org.uk/>. They also have an office in Elgin.



Some disputes can be dealt with through Independent Adjudication. Disagreements may be about the assessment of additional support needs or the level of provision required or being provided. It can also include cases where the education authority fails to implement the requirements of a co-ordinated support plan. This service does not cover disagreements concerning placing requests to a particular school.

Parents of children with additional support needs and young people can make a referral to this service by contacting the Inclusion Manager via the general enquiries number on 563374. A form is available though you can make your application by letter. The letter must cover all the information requested in the form.

Once a referral is accepted the Scottish Government will appoint an independent adjudicator who will review all the relevant information and make recommendations to both parties on the best way forward. The adjudication process is a written exercise and there is no requirement to attend interviews or meetings. Normally it should be completed within eight weeks.

Disagreements relating to Co-ordinated Support Plans – including refusal to draw up a plan – can be referred to the Additional Support Needs Tribunal. Applications to the ASN Tribunal are known as referrals and a referral form can be downloaded from the following URL:
<http://www.asntscotland.gov.uk/asnts/files/interactive%2>

[0reference%20form.doc](#) or the Moray Council can provide you with a copy.

Ministers have also agreed that the advocacy service should also provide support for parents and young people from the time they have grounds to make a reference to the ASNTS. It is a national service and available to parents and young people on request and free of charge. The contract to deliver the service has been awarded to a partnership between Barnardo's and the Scottish Child Law Centre. The two organisations work together to deliver lay and legal advocacy for parents and young people. The service focuses on non legal representation, but where appropriate in complex cases legal representation can be made available.

Parents and young people can obtain advice, further information and support in relation to the provision for additional support needs, including support and advocacy as referred to in section 14 of the 2004 Act.

This advice and support is available from:

- Enquire – the Scottish national advice service for additional support on www.enquire.org.uk
- The Scottish Independent Advocacy Alliance Ltd on www.siaa.org.uk

If you wish to make an application to the Tribunal you should initially contact the Inclusion Manager via the general enquiries number on 01343 563374 who can advise you.



For alternative formats, languages or further information, please ask an English speaking friend or relative to:

Phone: 01343 563319

Email: equalopportunities@moray.gov.uk

Write to: Project Officer (Equal Opportunities)
Chief Executive's Office
High Street
Elgin, IV30 1BX

如要索取其他的版式、各種語文的翻譯本，或需要更詳細的資訊，請叫一位會說英語的朋友或親屬與我們聯繫：

電話：01343 563319

電郵：equalopportunities@moray.gov.uk

信件郵寄地址：計劃主任(平等機會)

Project Officer (Equal Opportunities)
Chief Executive's Office
High Street
Elgin, IV30 1BX

Jeżeli chcieliby Państwo otrzymać informacje w innym formacie, języku lub dodatkowe informacje, mówiący po angielsku znajomy lub członek rodziny może do nas:

Zadzwoń na numer: 01343 563319

Wysłać mail: equalopportunities@moray.gov.uk

Adres korespondencyjny:

Project Officer (Equal Opportunities)
(Urzędnik ds. Jednakowego
Traktowania Mniejszości Narodowych)
Chief Executive's Office
High Street
Elgin, IV30 1BX

Para outros formatos, idiomas ou para obter mais informações, peça para um amigo ou parente que fale a língua inglesa entrar em contato conosco:

Telefone: 01343 563319

Email: equalopportunities@moray.gov.uk

Endereço:

Project Officer (Equal Opportunities)
Chief Executive's Office
High Street
Elgin, IV30 1BX

CONTACT INFORMATION:-

For further information you can contact the **Inclusion Manager.**



They can be contacted either on the telephone general enquiries line – 01343 563374 or email:-
educationandsocialcare@moray.gov.uk.



Further information regarding Additional Support Needs can also be accessed via The Moray Council Internet pages on:
http://www.moray.gov.uk/moray_standard/page_43857.html



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