# Independent support when your child has Additional Support Needs



If you're struggling to resolve issues about your child's additional support needs, it can feel stressful and overwhelming. ASN Mediation offers a safe, fair, and supportive way to find a positive way forward - always with your child's best interests at heart.



### What is ASN Mediation?

ASN Mediation is a free, independent, and confidential service provided by your council, through Resolution Mediation Scotland. It brings parents, carers, and the council together to explore solutions with the support of a neutral, accredited mediator.

## **The Benefits**



Focused



Service





Solutions Communication

# Why it Works



Independent mediators don't take sides



Fair balanced and child focused



Experienced, accredited mediators



Confidential what you say stays private

#### **How it Works**

#### **STEP 1: Your Private Meeting**

First, you'll have a confidential chat with your mediator to share your concerns and learn about the process.

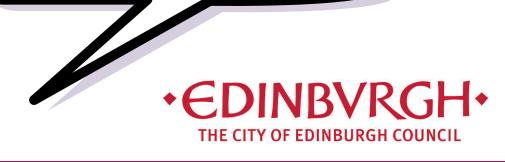
#### **STEP 2: Joint Discussion**

You, the school representative, and mediator meet online. Everyone gets heard fairly and respectfully.

#### **STEP 3: Clear Agreements**

Together, you'll agree on practical next steps, put in writing so everyone knows what's been decided.

"The mediator made me feel comfortable that someone listened to me without shutting me down"







Making a request for Mediation is simple and doesn't commit you to anything scan the QR code or

