

## **ALN and Dispute Resolution**

In the Vale of Glamorgan we are always keen to try to address any concerns, worries or issues as soon as possible, and this should be done by raising any issues with your child's school in the first instance. As far back as the draft ALN Code (2017) principles for good practice in the avoidance and early resolution of disagreements around Additional Learning Needs. (WG, 2017. pp. 169) were identified.

These good practice principles are:

- Support to ensure parents can attend and contribute to meetings
- Ensure communication is inclusive and sensitive so parents feel like equal partners open questioning in meetings so concerns and misunderstandings are dealt with early on
- Face to face meetings to plan the way forward
- All parties have the same information from the same trusted source
- Timely and consistent communication so trust is built
- Positive, open and constructive dialogue Explain the legislation underpinning decisions and signposting to further information
- Decisions are properly explained in inclusive language to parent and child / Young Person
- Supporting the examination of the IDP so decisions are transparent and all evidence has been considered

*(Taken from The Holo Training pack – a summary of the principles, you should have covered through dispute resolution training)*

All schools should have staff trained in dispute resolution strategies to support this process.

A short film produced by the Welsh Government providing an overview of the avoiding disagreement and early dispute resolution aspect of the ALN Bill now Act can be found at <https://www.youtube.com/watch?v=FzPllzbheI8> or click the link below.

[Avoiding disagreements and earlier dispute resolution - YouTube](#)

Following these strategies should help parents and school work together in a mutually supportive and honest partnership, with the child at the centre to discuss and resolve any issues.

Parents can seek further advice from [www.snapcymru.org](http://www.snapcymru.org)

SNAP Cymru provides information, advice and support for parents, children and young people who have, or may have, Additional Learning Needs or disabilities

SNAP Cymru provide the following impartial, confidential and free services:

- Helpline Information, Advice and Support
- Specialist Casework
- Discrimination Advice and Casework
- Independent Specialist ALN Advocacy
- Disagreement Resolution

Children, young people or parents can contact SNAP Cymru on:

- **0808 801 0608** or visit [www.snapcymru.org](http://www.snapcymru.org) an ALN enquiry can be submitted using the form on [www.snapcymru.org/contact](http://www.snapcymru.org/contact)

To request a dispute resolution service

email: [DRS@snapcymru.org](mailto:DRS@snapcymru.org) or for more information on dispute resolution see <https://www.snapcymru.org/mediation/>