



In disagreement with your school or Education Authority about SEND support?

DARS can help — a FREE, independent service for resolving disputes.

DARS (Dispute Avoidance and Resolution Service) is a FREE and independent service provided by Global Mediation.

All meetings are led by professionally trained, SEND-accredited mediators who are experienced in supporting families and education professionals through disagreement.

We create calm, neutral spaces where everyone involved can speak, be heard and work together toward a solution that supports the child or young person's needs.

Why use DARS?

If you've tried to resolve things but are still facing challenges, DARS may be able to help. It's a free and independent service designed to support families and professionals in finding a way forward.

Benefits of using DARS:

- **Fast response** – meetings can usually be arranged within 4 weeks.
- **Independent** – mediators are neutral and not linked to schools or the local authority.
- **You stay in control** – outcomes are only agreed if all parties say yes.
- **Confidential** – what's discussed stays private.
- **No legal impact** – taking part won't affect your legal rights.
- **Proven results** – DARS has a high success rate in resolving SEND disagreements.
- **Free to use** – no cost for parents, carers, children or young people.



Who is involved?

We work with you to make sure the right people take part in the process.

This may include:

- the school
- the Education Authority
- the child or young person
- any other professionals involved

Our professionally trained, accredited SEND mediators support all parties to work through disagreement together. They're impartial – they don't take sides or decide outcomes.

Their role is to create a calm, respectful space where everyone has a chance to be heard and contribute to finding a way forward that works for everyone.

Where does the meeting take place?

Meetings can take place either in person at a local, accessible venue or virtually, depending on what works best for everyone involved.

Whether online or face-to-face, we make sure the space is safe, comfortable and confidential – so every voice can be heard and the conversation stays focused.

When is the service available?

You can access the DARS service between 9:00am and 5:00pm, Monday to Friday.

We're here during the working week to support parents, carers, children and young people when you need us.

DARS is provided by Global Mediation, an independent and experienced mediation service.

Get in touch with us:

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