



In dispute with your school or the Education Authority over special educational needs (SEN)?

TRY DARS — a free and independent service



WHAT is DARS?

DARS (Dispute Avoidance and Resolution Service) is a free, independent service run by Global Mediation.

We use local, experienced and professionally trained SEN Accredited Facilitators to help resolve disputes involving Special Educational Needs (SEN).

A DARS meeting involves all the key people so everyone has a chance to listen to each other in a safe place and work out a solution.

WHY use DARS?



If initial attempts to resolve such disagreements have not been successful, you may be entitled to this free service. DARS meetings can help to resolve SEN disputes.

Advantages of using DARS include:

- **Fast response** — meetings can be arranged within a short time
- **Independent service** — staff and facilitators are independent from schools and the EA
- **Party-led** — outcomes are not imposed; agreement is only made with your approval
- **Confidential** — everything discussed remains private
- **Without prejudice** — taking part does not affect your legal rights
- **Effective** — DARS has a high success rate in resolving cases
- **Free** — the service is free to parents/carers, children/young people.

WHO is involved?

We work with you to ensure that all key decision makers participate in the process, which may include:

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

An experienced and accredited SEN facilitator helps all parties to try and resolve disagreement. The facilitator is completely independent and does not take sides or impose a solution. The facilitator will ensure that everyone has a chance to be heard in a calm and respectful setting, and helps the parties reach agreement.



WHERE we meet?

We arrange meetings in a convenient and accessible venue local to you. This enables all parties to engage in discussions in a safe comfortable and confidential space.



WHEN is the service available?

DARS is available to parents, carers, children and young people from 9 am to 5 pm, Monday to Friday.

HOW do I access the service?

DARS is run by **Global Mediation**, an independent provider.



PHONE

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EMAIL

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WEBSITE

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Global Mediation

REPLACING CONFLICT WITH HARMONY