Hackney Special Educational Needs and Disability Information, Advice & Guidance Service (SENDIAGS)

Impartiality Policy

What is Hackney SENDIAGS ?

We provide information, advice and support about education to parents of children and young people who have or may have SEN and/or a disability. We also provide this service to children and young people themselves

SENDIAGS and HLT

The service is commissioned in accordance with the SEND Code of Practice to provide impartial, confidential and relevant information, advice and support

We operate at '**arms-length**' from The Learning Trust (HLT)

- We are confident that the information and advice we give is **impartial**
- Our advice is not influenced by school, college or HLT policy
- We have a steering group which includes parents and representatives from other agencies

How do we work ?

- Only with the agreement of parents/carers and/or children/young people
- To find solutions in a non-confrontational way
- In partnership with parents, children/young people, schools, colleges and HLT
- We treat all parties with respect and we do not make judgements

Our role in meetings

SENDIAGS staff will make sure that parents/carers and/or children/young people:

- have the opportunity to put their views across
- understand the points
- are involved in any decisions made
- and that their views are fully understood

We will also:

- offer to take notes (but not minutes)
- speak for the parent/carer or child/young person if they are unable to get their views across themselves
- constantly check to ensure we are expressing the views of the parent/carer or child/young person

Informal Disagreement Resolution

SENDIAGS will give parents/carers and children/young people accurate and neutral information about their rights and responsibilities and those of HLT and the school/college, to help them make an informed decision

If the disagreement is not resolved at a local level after negotiation, SENDIAGS may be able to help you access formal disagreement resolution or mediation or with an appeal