

## 01 Service Information

Printed materials, animated videos, pdf downloads, links with local SEND orgs, in-person attendance at local SEND events, live chat services - all available throughout

## 02 MIAS

Available 9am-7pm Mon-Fri & 10am-2pm Sat.  
Enquiries received via phone, email, website form, social media. Advice delivered via phone, video or live chat.  
Mediatelegal MIAS is NOT automated.

## 05 Feedback

- All attendees receive a link to an online feedback form
- Mediatelegal SEND team reviews feedback and mediator comments to ensure continuous improvement of our service

The logo for Mediatelegal, featuring the word "mediatelegal" in a lowercase, sans-serif font. The "mediate" part is in a dark blue color, and the "legal" part is in a light green color.

## SEND Mediation Process

## 04 Mediation/DRS Session

- delivered in-person, via videocall, telephone. Begins with joint session
- Mediator has private session with each party to explore in more detail
- Mediator restarts a joint session to allow all parties to speak to each other
- Mediator manages conversation and records any agreed actions/outcomes
- Mediator closes session and issues post-mediation documents (and appeal advice if applicable) within 24 hours

## 03 Mediation Admin

- Receive request in writing
- email to local authority to request 4 dates within 30 days
- ask parent/YP to choose from 4 proposed dates
- email all parties link to mediation session for agreed date
- email mediation agreement to all attendees for electronic signature