

# Dispute Resolution





## Early Resolution

The process of developing an Individual Development Plan (IDP):

- Makes sure the views, wishes and feelings of you and your child or young person are represented
- Helps to overcome concerns and disagreements from arising

Early resolution of any disagreements is best for everyone and can help to avoid unnecessary stress.

If you are unable to agree on a decision about provision, it may be helpful to have independent, impartial help.

## SNAP Cymru

SNAP Cymru are an Independent Parent Partnership service that is free to families and offers impartial, accurate information, advice and support to:

- Help bring together all relevant parties
- Support the needs of the child and young person
- Help to achieve early and informal resolution of disagreements through discussion and agreement
- Discuss the full range of options

SNAP Cymru is an all-Wales children's charity working with families, young people and professionals on issues regarding additional learning needs and disabilities.

SNAP Cymru has an information and advice line that is available Monday to Friday 9.30am - 4.30pm

**Helpline: 0808 801 0608**  
**[www.snapcymru.org/help-for-families](http://www.snapcymru.org/help-for-families)**

## Health

If your concerns or disagreements are to do with a Health service, the Local Authority and the Designated Education Clinical Lead Officer (DECLO) appointed by Aneurin Bevan University Health Board (ABUHB), will work together to try to find a solution.

Information on Putting Things Right can be found at:

**[www.wales.nhs.uk/ourservices/publicaccountability/puttingthingsright](http://www.wales.nhs.uk/ourservices/publicaccountability/puttingthingsright)**  
**Tel: 01495 745656**



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**ALN Team**  
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Grateful thanks to Monmouthshire CBC for  
sharing this leaflet