

Dispute Resolution

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

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

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

If you are unable to agree about decisions or provision, it may be helpful to have independent, impartial help.

SNAP Cymru

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

- Help bring together all relevant parties
- Support the needs of the child / 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 in our area on issues regarding additional learning needs and disabilities.

The information and advice line is available Monday to Friday, 09:30 to 16:30.

<https://www.snapcymru.org/info-advice/>

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

Information on Putting Things Right can be found at:

<https://www.gov.wales/nhs-wales-complaints-and-concerns-putting-things-right>



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