

SENDIASS Oxfordshire Impartiality Policy

SENDIASS Oxfordshire believes impartiality is central to all that the service does and aims to provide an impartial service to all users.

What does SENDIASS mean by impartiality?

SENDIASS thinks impartial means:

- Treating everyone with respect
- Not taking sides
- Not having a vested interest in the outcomes of any discussions
- Giving everyone, parents or professionals, the same chance to express their views
- Not making personal judgements about the people involved or views expressed
- Trying our best to give accurate and up-to- date information

ALL SENDIASS staff and volunteers know they must be impartial when they are providing information, advice or helping people to come to an agreement and impartiality is a key area covered in the volunteers' initial training.

SENDIASS supports parents in discussions or negotiations and helps them get their views and wishes across; we facilitate the expression of parents' views, even if not in agreement with those views.

SENDIASS shares information with the explicit consent of the parents.

SENDIASS tries to make sure that everyone involved in discussions/meetings understands their own rights and responsibilities as well as the rights and responsibilities of other people present.

SENDIASS monitors the impartiality of the service through annual questionnaires to service users as well as schools and, where possible, addresses any issues raised.

SENDIASS staff work hard to make the service known to all parents of children with SEND Oxfordshire and try to make sure that parents from any community or background feel they can come to the service for information, support or advice.