



## **IMPARTIALITY POLICY**

SEND and You views impartiality as one of the defining characteristics of our Service. SEND and You provides an impartial service to all users. By impartial we understand the meaning to be:

Providing information based on current law

Fair and unbiased where there are identified issues Treating all parties

respectfully, and

Having no vested interest in the outcome of any discussions.

All Service staff and volunteers know they must be impartial when they are providing support and information. Therefore, SEND and You's core staff or volunteers would not offer opinion on the views, behaviour or policy of any party.

The Service supports parents\* taking part in negotiations and discussions with schools and Bristol, South Gloucestershire and North Somerset Local Authorities. It does this by assisting parents to express their views and wishes. The Service aims to ensure that all parties to discussions understand their rights and responsibilities and the rights and responsibilities of other parties.

Service staff are aware of the implications of equalities and endeavour to ensure that the Service is as accessible as possible to all parents.

\* 'Parent' is used to describe all adults with parental responsibility.