



## **How do we make sure we are impartial?**

### **What does being impartial mean?**

It means treating people equally and fairly.

If you ask for support from Reading Information Advice and Support Service for Special Educational Needs and Disability (“Reading IASS”) you need to feel that we will give you the help you need even though we work for Brighter Futures for Children (“BFfC”).

If you disagree with a decision, we will try to help you to reach agreement. We will also advise you about another service that tries to help people agree and explain your rights to complain or to appeal.

Reading IASS is based in the Whitley Health and Social Services Centre. We have our own website; information is kept private and we have a phone line that comes straight to the service. Reading IASS has a group which helps to plan the service and make sure it is working well. The group has lots of members, including parents. The IASS Team Manager manages the money that pays for Reading IASS. Reading IASS may offer you the support of a trained volunteer. We can also tell you about other people that may be able to help you and about where to find local information.

Reading IASS is not involved in making any of the decisions about anything to do with Education Health and Care Plans. The SEND Team will tell you about those decisions.

There is nothing stopping Reading IASS staff or volunteers supporting you in any type of meeting or appeal.