



**Information
Advice and
Support
Kent**

**A service for Special Educational Needs and Disabilities
Helping you to make informed choices**

Shepway Centre, Oxford Road,
Maidstone, Kent, ME15 8AW

Office: 03000 412 412
Helpline: 03000 41 3000
Email: iask@kent.gov.uk
Website: www.iask.org.uk

Impartiality Policy

Information, Advice and Support Kent (IASK) views impartiality as one of the defining characteristics of our Service.

IASK provides an impartial service to all users. By impartial, IASK understands the meaning to be:

- not favouring one side over another
- treating all parties respectfully; and
- not having a vested interest in the outcome of any discussions

All Service staff and volunteers know they must be impartial, whether they are providing information, advice or acting in a mediating role. Therefore, IASK staff and volunteers do not make judgements on the views, behaviour or policy of any party.

The Service supports parents ¹ their children ² and young people ³ taking part in negotiations and discussions with schools and Kent County Council and other services including: health, social services and voluntary organisations. It does this by assisting parents to understand policies and procedures and empowering them to feel confident to express their views and wishes.

Service staff are aware of the implications of equal opportunities and endeavour to ensure that the Service is as accessible as possible to all parents, children and young people.

1. Parent is used to describe all adults with parental responsibility
2. Child up to age 16 and of compulsory school age
3. Young person age 16 and over compulsory school age up to 25