



Impartiality statement

Information, Advice and Support Service (IASS), Bromley views impartiality as one of the defining characteristics of the Service.

IASS Bromley provides an impartial service to all users. By impartial, IASSB 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 and advice or acting in a mediating role. Therefore, IASS Bromley staff or volunteers would not make judgements on the views, behaviour or policy of any party.

IASS Bromley supports children, young people and their parents or carers taking part in negotiations and discussions with schools and the Local Authority. It does this by assisting them to appropriately express their views and wishes. IASS Bromley aims to ensure that all parties understand their rights and responsibilities and the rights and responsibilities of each other.

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

If you would like to see a copy of the full impartiality policy please contact the IASS office on 020 8461 7630.

Where can I find more information?

Our website has a range of useful information advice.
Visit www.bromleyiass.org.uk.

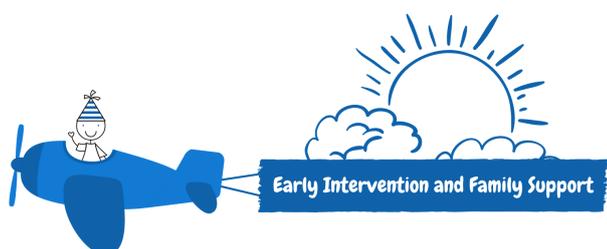
Alternatively, the Bromley Local Offer has a range of information about local services, support and activities available to families, children and young people aged 0 – 25 years who have SEND. Visit www.bromley.gov.uk/localoffer.

Get in touch with us

Call us 020 8461 7630

Visit www.bromleyiass.org.uk

E-mail iass@bromley.gov.uk



In partnership with

