

About Us

With almost 40 years of education experience between them and with shared core values of child-centric education, Jo Heywood (a former Headmistress of a leading British girls' boarding school) and Kathryn de Ferrer (a former Pastoral Deputy Head) make a formidable team.

While working together they became aware of the lack of support for parents – both UK based and international – and created Heywood de Ferrer Associates to bridge that gap. With three children each, they genuinely understand the issues from all viewpoints.

Both are accredited civil and commercial mediators with an additional SEND specialism, experts in pastoral care and highly knowledgeable about both independent (day and boarding) and maintained schools in the UK.

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Heywood de Ferrer

Associates

Advocacy, Mediation
and Consultancy
*supporting families
through the
education maze*

Overview

Heywood de Ferrer Associates offer specialist support for you, your child and their education.

- **Advocacy:** to act for your child & liaise with their school when you are not available or even when you are;
- **Consultancy:** truly independent advice for parents, students and families;
- **Mediation:** between parents and schools when there is an impasse and to avoid costly court cases.

We can be available by telephone, skype, or in person, attending meetings at the school or visiting you or your child on or off site. We can provide one-off support when issues arise out of nowhere, liaising with the school within hours and in person (at UK schools) within 24 hours. Alternatively, we offer more tailored options.

Advocacy & Consultancy

With our vast experience in leading and managing schools, in teaching and as parents ourselves, we can support you and your child in many ways. We can visit the school to support your child in person, we can represent your concerns and work with the school to find a solution or provide advice and guidance on steps to take.

We have helped families through behavioural problems, provided advice on a range of mental health issues, advised on academic issues and helped find a solution for pastoral problems.

When you are unable to attend the school, we will advocate on behalf of your child, ensuring they are treated appropriately according to the school's policies.

We are not a guardianship service, but provide parental and student support and advocacy, ensuring your son or daughter receives the best education experience possible.

Mediation

When a dispute with a school hits a dead end, it can often feel as though legal action might be the only way forward. Too often, it means that your son or daughter can no longer stay at the school and while this might be the outcome you would like at the time, it is not always the best for the child. Whatever the situation, the opportunity to find a positive solution to the dispute without resorting to the courts, can only benefit everyone involved.

Mediation is an increasingly popular alternative. With success rates in excess of 90%, it is easy to see why more people are opting for this route, no matter how difficult the problem appears. Through mediation, it can usually be settled within a day and at a fraction of the cost of going to court.