

Testimonials

"Jo's knowledge and advice was unparalleled, and she was available any time we had any questions or needed further guidance. Mentioning Jo's name at interview was also invaluable as one headmistress even said " if Jo Heywood thinks your daughter would be a good fit for this school that is good enough for me"

N. Bambury, Surrey

"I felt any negative situation I was in was taken seriously but calmly, with the aim to find a positive outcome."

EF, Wiltshire

"Mrs de Ferrer supported us through an extremely challenging situation, helping us to cope, communicate properly and find a way through the difficulties."

PS, London

Contact

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Heywood de Ferrer

Associates

Education Mediation

*the best way to
resolve disputes*

www.heywooddeferrer.com

Overview

Disputes with parents or within your organisation sometimes last months. They can rumble on and take up valuable time and money, when the focus should be on your pupils, their progress and well-being.

It is very easy to become locked into a cycle which seems to be leading the school towards extremely costly court proceedings, with no guarantee of a positive outcome and there is a risk of reputational damage.

Heywood de Ferrer are here to offer an alternative route to reach a resolution, through facilitative mediation, which is proven to have a 90% success rate. We are a former Headmistress and a Deputy Head with more than 40 years' experience, we are both trained civil, commercial and SEND mediators.

Benefits

Mediation can be used for all manner of education problems, whether within the workplace, the wider community or involving parents and the school.

- often results in an on-going relationship with the other participant, to the benefit of any child involved
- offers an opportunity to find a positive solution, which will benefit all
- is managed by a neutral third party who helps both parties find their own solution
- is private and confidential, (both the conversations with the mediator and the contents of the mediation)
- ensures that costs are managed, as the process is limited to one day
- can take place with or without legal representation
- with staff conflict provides an opportunity for positive communication leading to a resolution

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.



Jo Heywood



Kathryn de Ferrer

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.