

NE Lincs SENDIASS Fact Sheet

What if you are not happy with SEN provision?

If you are not happy about the help/ provision that your child has at school/ college, the first step is to meet with their teacher, the Special Educational Needs Coordinator (SENCo) or the Headteacher.

NE Lincs SENDIASS can help you decide what to say and help you to put your concerns forward. They can also help you prepare for and attend a meeting.

NE Lincs SENDIASS will:

- listen to your concerns
- help you sort out the issues
- identify other people who can support you
- help you decide what to do next
- explain the law and your rights.

If the meeting isn't successful you might need to go on to a more formal stage of making a complaint.

Making a complaint

If you think that the school or college could do more, you can complain using their individual complaints procedures (these are usually available on their websites). You can ask them to send you a form or you can write to them using the word 'complaint'. You will usually have tried to resolve your complaint by speaking to the correct people in the first instance (See first paragraph). It is important that you:

- are clear about all the issues you want resolved
- state what you want to happen
- give a reasonable time by which you would like a response.

If you are not happy with the outcome of making a complaint or feel that it has not been dealt with properly, NE Lincs SENDIASS can give you information on what to do next.

If your child has an Education, Health and Care plan (EHCP) and you are not happy with the content of the plan or the school, college or setting named in the plan, you should contact the Special Educational Needs Assessment and Review Team (SENART) on 01472 323166. NE Lincs SENDIASS can help you prepare for, and attend a meeting or help you decide what to do next.

Disagreement resolution

Many disagreements can be sorted out by talking with the school, college, local authority, or for health services, the Clinical Commissioning Group.

The disagreement resolution service is there to help resolve disagreements between parents or young people and the organisations that are responsible for making provision for children and young people with special educational needs.

Disagreement resolution services can be used:

- during Education, Health & Care needs assessments
- while Education, Health & Care plans are drawn up
- while waiting for Tribunal appeals
- at reviews
- during reassessments.

Mediation

If your disagreement is one that can be appealed to the Special Educational Needs and Disability Tribunal you can use the Mediation service. This is provided by Community Accord who can be contacted on 01274 223313 or info@communityaccord.com. This service is free and confidential.

If you wish to register an appeal with the First Tier Tribunal (SEN and disability) you first have to consider whether to enter mediation and obtain a certificate saying you have considered it.


You can find out more about mediation in the SEND Code of Practice <https://www.gov.uk/government/publications/send-code-of-practice-0-to-25> sections 11.13 to 11.38 or by discussing your problem with NE Lincs SENDIASS.

If you would like help or want to discuss how we can support you to resolve any problems please call;

NE Lincs SENDIASS on **01472 355365**

or email:

nelincs@barnardos.org.uk

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