

First steps

If you are not happy about the help that your child has at school the first step is to talk to their teacher, or to the **Special Educational Needs Coordinator (SENCo)** or the headteacher.

If your child has an **Education, Health and Care plan (EHCP)** you can also contact your Local Authority's SEN Services:

Worcestershire SEN services: call [01905 846000](tel:01905846000) or email sen@worcschildrenfirst.org.uk

Herefordshire SEN team: call 01432 260178 or email senteam@herefordshire.gov.uk

Herefordshire and Worcestershire SEND Information, Advice & Support Service (SENDIASS) can help you prepare for and attend a meeting. If you still have concerns we can help you decide what to do next.

What next?

If you still have a problem, you might be able to:

- seek some help to put your concerns forward
- make a complaint
- ask for independent disagreement resolution or mediation
- appeal against a decision.

Herefordshire and Worcestershire SEND Information, Advice & Support Service (SENDIASS) can tell you more about each of these and help you decide what to do.

Seeking help

It might be helpful to ask a friend or relative to attend a meeting with you.

Herefordshire and Worcestershire SEND Information, Advice & Support Service (SENDIASS) can give you impartial information and advice about possible ways forward, offer you independent support, or tell you about local or national groups that provide information and advice.

Making a complaint

All schools, colleges and Local Authorities have a complaints procedure. They will send you a form if you ask for it. You will usually need to:

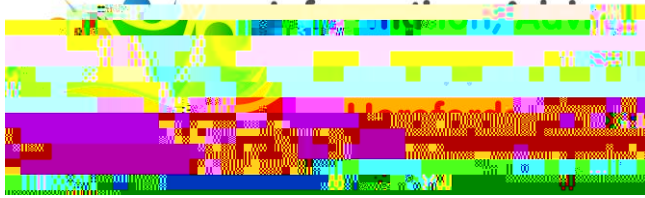
- have tried to resolve your complaint by speaking to the right people
- put your complaint in writing

Worcestershire:
Tel: 01905 768153
Email: sendiass@worcestershire.gov.uk

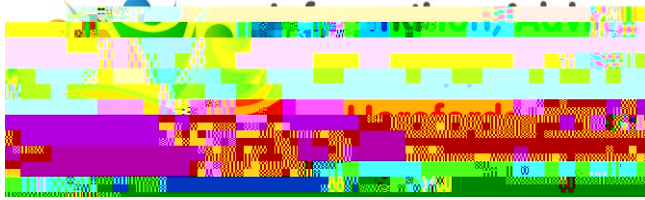
Herefordshire:
Tel: 01432 260955
Email: sendias@herefordshire.gov.uk

www.hwsendiass





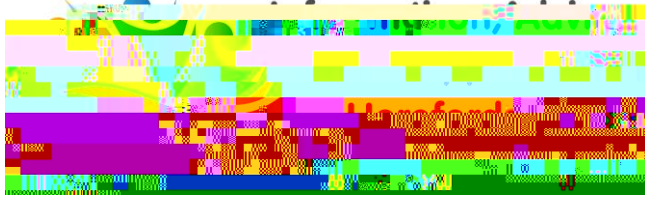
Mediation can take place following decisions by a local authority not to carry out an EHC needs assessment, not to draw up an EHC plan, after they receive a final EHC plan or amended plan, following a decision not to amend an EHC plan or a decision to cease to maintain a child's EHC plan (a) (b) (c) (d) (e) (f) (g) (h) (i) (j) (k) (l) (m) (n) (o) (p) (q) (r) (s) (t) (u) (v) (w) (x) (y) (z) (aa) (ab) (ac) (ad) (ae) (af) (ag) (ah) (ai) (aj) (ak) (al) (am) (an) (ao) (ap) (aq) (ar) (as) (at) (au) (av) (aw) (ax) (ay) (az) (ba) (bb) (bc) (bd) (be) (bf) (bg) (bh) (bi) (bj) (bk) (bl) (bm) (bn) (bo) (bp) (bq) (br) (bs) (bt) (bu) (bv) (bw) (bx) (by) (bz) (ca) (cb) (cc) (cd) (ce) (cf) (cg) (ch) (ci) (cj) (ck) (cl) (cm) (cn) (co) (cp) (cq) (cr) (cs) (ct) (cu) (cv) (cw) (cx) (cy) (cz) (da) (db) (dc) (dd) (de) (df) (dg) (dh) (di) (dj) (dk) (dl) (dm) (dn) (do) (dp) (dq) (dr) (ds) (dt) (du) (dv) (dw) (dx) (dy) (dz) (ea) (eb) (ec) (ed) (ee) (ef) (eg) (eh) (ei) (ej) (ek) (el) (em) (en) (eo) (ep) (eq) 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Appeals

The **SEND Code of Practice** says that parents and young people can appeal to the Tribunal about:

- *a decision by a local authority not to carry out an EHC needs assessment or re-assessment*
- *a decision by a local authority that it is not necessary to issue an EHC plan*



The [Herefordshire Local Offer](#) or [Worcestershire Local Offer](#) published by the local authority, includes information about the arrangements for resolving disagreements and for mediation, and details about making complaints. It also tells you about your right to appeal to the Tribunal.

Chapter 11 of the **SEND Code of Practice** includes a lot more information about complaints procedures, disagreement resolution, mediation advice and mediation.

Herefordshire and Worcestershire SEND Information, Advice & Support Service

Worcestershire:
Tel: 01905 768153
Email: sendiass@worcestershire.gov.uk

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