



Telford & Wrekin

What if I don't agree?

This information is about what you can do if your child has special educational needs (SEN) or a disability and you are unhappy about the help they are getting

What if I don't agree with decisions about SEN provision?

This information is about what you can do if your child has special educational needs (SEN) or a disability and you are unhappy about the help they are getting.

Telford & Wrekin SEND Information Advice and Support Service (SEND IASS) can:

- 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.

The SEND Code of Practice says:

Decisions about provision for children and young people with SEN or disabilities should be made jointly by providers, parents, and children and young people themselves, taking a person-centred approach, with the views of children, young people and parents taken into account when those decisions are made. (11.1)

If you are not happy about the help that your child has at school the first step is to talk to their

First steps

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 **the Local Authority**.

Telford & Wrekin SEND IASS can help you prepare for and possibly attend a meeting. If you still have concerns we can help you decide what to do next.

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

What next? Seeking help

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

Telford & Wrekin SEND IASS can tell you more about each of these and help you decide what to do.

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

Telford & Wrekin SEND IASS can give you impartial information and advice about possible ways forward.

Telford & Wrekin SEND IASS might also be able to tell you about local or national groups that provide information and advice or refer you to the Independent Support Service.

Making a complaint

All schools and colleges and **Telford & Wrekin Local Authority** 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, using the word 'complaint'
- be 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 **Telford & Wrekin SEND IASS** can give you information on what to do next.

You can find out more about complaints procedures in the **SEND Code of Practice** sections 11.2 and 11.67 to 11.111. If you want help to understand the different procedures, or advice on which to use, please contact **Telford & Wrekin SEND IASS**.

Most disagreements can be sorted out by talking with the **school, college, local authority, or Clinical Commissioning Group**.

Disagreement resolution

The **SEND Code of Practice** says:

Decisions about provision for children and young people with SEN should be made as soon as possible. In most cases this will be achieved by early years providers, schools, colleges, local authorities and clinical commissioning groups (CCGs) working closely together and agreeing what should be provided with parents and young people.

Sometimes it can be difficult to reach agreement. **Telford & Wrekin SEND IASS** can help you by providing impartial information, advice and support.



Telford & Wrekin SEND IASS will signpost you to a local independent service that will provide a trained mediator to facilitate a discussion. The purpose is to look for a way forward that all the parties accept. The service is free and confidential - and you can chose whether to use it.

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

- how early years providers, schools and further education institutions carry out their duties for children and young people with SEN. For local authorities this includes keeping education and care provision under review, assessing needs and drawing up Education, Health and Care plans. For governing bodies and proprietors of schools it includes using their “best endeavours” to meet children and young people’s SEN.
- the special educational provision made for a child or young person by early years providers, schools or further education institutions. This includes children and young people receiving SEN support and those with EHC plans.
- health or social care provision when this is part of an EHC needs assessment, while EHC plans are being drawn up, reviewed or when children or young people are being reassessed.



Disagreement resolution services can also be used:

- during EHC needs assessments
- while EHC plans are drawn up
- while waiting for Tribunal appeals
- at review
- during reassessments.

Telford & Wrekin SEND IASS or the **local provider for independent disagreement resolution/mediation** can help you decide if independent disagreement resolution is the right way forward.

You can find out more about disagreement resolution services in the **SEND Code of Practice** sections 11.6 to 11.10.

Mediation

Mediation is a type of disagreement resolution. The service is free and confidential.

The **SEND Code of Practice** says:

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 an EHC plan.

11.13

If you wish to register an appeal with the **First Tier Tribunal (SEN and disability)** you first have to consider mediation. This is called **mediation advice**. Once you have had the mediation advice you can decide whether you want to go to mediation.



You do not need to seek mediation advice first if the appeal is only about the name of the school, college or other institution named on the plan, the type of school, college or other institution specified in the plan or the fact that no school or other institution is named.

If you choose mediation the **local authority** (or **Clinical Commissioning Group**) must take part. The meeting will be arranged within 30 days.

An **independent mediator** runs the meeting. When the meeting has finished the mediator issues you with a certificate within 3 working days. You need this certificate to register an appeal to the First Tier Tribunal.

Mediators must be trained and accredited and are independent of the local authority and Clinical Commissioning Group.

If you decide not to go to mediation the mediation adviser will issue you with a certificate within 3 working days. You will need this certificate to register an appeal to the First Tier Tribunal.

Telford & Wrekin SEND IASS or your **local provider for independent mediation** can help you decide if mediation is the right way forward.

You can find out more about mediation in the **SEND Code of Practice** sections 11.13 to 11.38.

Do I have to choose between making a complaint, using disagreement resolution and mediation?

Usually you can follow more than one route. For example you can still make a complaint if you have already tried disagreement resolution. **Telford & Wrekin SEND IASS** can explain your rights and the different procedures.

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 following an assessment*
- *the description of a child or young person's SEN specified in an EHC plan, the special educational provision specified, the school or other institution or type of school or other institution (such as a mainstream school/college) specified in the plan or that no school or other institution is specified*
- *an amendment to these elements of the EHC plan*
- *a decision by a local authority not to amend an EHC plan following a review or reassessment*



You can find out more about appeals to the Tribunal in the **SEND Code of Practice** sections 11.39 to 11.55.

Telford & Wrekin SEND IASS can explain the appeal process to you and provide impartial advice and support.

You can also appeal against a school exclusion. **Telford & Wrekin SEND IASS** will give you advice about where to go to find out more about school exclusion appeals.

You can find out more about making a complaint about provision at your child's school on its website or by asking about its complaints procedure.

Where can I get more information, advice or support?

The **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.

Telford & Wrekin SEND IASS can give you:

- information about complaints procedures, disagreement resolution and mediation
- advice about what to do if you are unhappy with the support the school or college is providing
- details of other organisations, support groups and information services that might help
- information and advice about your rights to appeal to the First Tier Tribunal (SEN and Disability)
- impartial advice and support through the process of making a complaint,
- disagreement resolution, mediation or appeal.

National organisations that can also provide information and advice on SEND include:

Coram Children's Legal Centre at www.childrenslegalcentre.com

Contact a Family at www.cafamily.org.uk

IPSEA at www.ipsea.org.uk

**All about contacting the
SEND INFORMATION, ADVICE AND SUPPORT SERVICE**

Telford & Wrekin SEND IASS

The Glebe Centre

Glebe Street

Wellington

Telford,

TF1 1JP

As we are often in and out of the office we are not able to meet you in person at our offices without arranging an appointment first.

Our opening hours are:

Monday-Wednesday 9-11.30am

Thursday 1-4pm

Friday 12 noon-2pm

	CALL 01952 457176
	EMAIL info@iass.org.uk
	FACEBOOK www.facebook.com/pages/IASS-Telford-Wrekin
	TWITTER @telfordsendiass
	WEBSITE www.telfordsendiass.org.uk