### ****What to Do If You Don’t Agree About SEN Provision****

If you’re unhappy with the support your child is receiving, there are steps you can take to address your concerns and work towards a solution.

### ****First Steps****

Start by speaking with key staff at your child’s school, such as their:

* Teacher.
* **Special Educational Needs Coordinator (SENCO)**.
* Headteacher.

You may want to request a meeting to discuss your concerns in more detail.

**Things to Keep in Mind**:

* Staff working with your child want the best for them too.
* Communication is key to achieving the best outcomes.
* Support takes time to implement; give it a chance to prove effective.
* Regular reviews are essential to monitor progress.

If your child has an **Education, Health and Care Plan (EHCP)**, you can also contact the Local Authority to discuss your concerns.

### ****Who Can Help?****

**Shropshire SENDIASS** can:

* Listen to your concerns and offer advice.
* Suggest ways to address issues.
* Help you understand your rights and the relevant laws.
* Assist with preparing for meetings.
* Signpost you to other organisations for further support.

### ****If You’re Still Not Happy****

If your concerns aren’t resolved, you could:

* Check the school’s **SEN policy** and other relevant policies, such as their behaviour policy.
* Make a formal complaint using the school’s **Complaints Policy** (available on their website).
* Ask for **Independent Disagreement Resolution**.
* Request a meeting with the Local Authority.
* Appeal a decision about your child’s **EHCP**.

### ****How to Make a Complaint****

If you need to make a complaint:

1. Try to resolve the issue by speaking with the school, college, or Local Authority first.
2. If this doesn’t work:
	* Put your complaint in writing and use the word “complaint”.
	* Clearly outline the issues and explain what you would like to happen.
	* Set a reasonable timeframe for a response.

For more details, see the **SEND Code of Practice (Sections 11.2 and 11.67–11.111)**.

### ****Disagreement Resolution****

If it’s difficult to reach an agreement, you can use the **Disagreement Resolution Service**, which helps resolve issues such as:

1. How schools, colleges, or Local Authorities carry out their responsibilities for children and young people with **SEN**.
2. The support provided for your child, either through **SEN Support** or an **EHCP**.
3. Health and social care provision included in an EHCP.

**Key Information About the Service**:

* It’s independent of the Local Authority.
* It’s voluntary and requires agreement from all parties.
* It’s free for parents, carers, and young people.

### ****What About Mediation?****

Mediation is a type of disagreement resolution specifically for cases where you disagree with a decision the Local Authority has made about an **EHCP**. For more details, see our factsheet, **‘Appealing a Decision About an EHCP.’**

### ****Need More Help?****

If you’d like advice or support, contact **Shropshire SENDIASS**:

* **Phone**: 01743 280019 (10am–4pm, Monday to Friday)
* **Email**: iass@cabshropshire.org.uk
* **Website**: [Shropshire IASS Website](https://www.cabshropshire.org.uk)
* **Facebook**: [IASS Shropshire Facebook Page](https://www.facebook.com/IASSShropshire)