Resolving concerns: SEN Processes

SHROPSHIRE SENDiass

Is your concern about the SEN Team refusing to carry out an assessment for an EHCP or deciding not to issue one?

Yes → Start by contacting the SEN Team at Shropshire Council to discuss your concerns.
If the issue cannot be resolved, you can consider mediation as the next step.

No → Is your concern about the content of an EHCP?

Yes → Start by contacting the SEN Team at Shropshire Council to discuss your concerns.
If the issue cannot be resolved, you can consider mediation as the next step.

No → Is your concern about the process of EHCP assessment, reassessment or the annual review?

Yes → Start by contacting the SEN Team at Shropshire Council.

If the issues is not resolved, use the council's complaint process: Shropshire Council

If the issues is not resolved, go to the Local Government Ombudsman

No → Is your concern about Health or Social Care?

Yes → For Health go to: PALS
For Social Care go to: Shropshire Council and then Local Government Ombudsman

If your concern is ONLY about the school named in the EHCP, you can go straight to Tribunal

Even if you do not want to use mediation you MUST contact the mediation service to be issued with a certificate. If you cannot resolve the complaint go to...

SEND Tribunal Appeal
First-tier Tribunal (Special Educational Needs and Disability)

If your concern is specifically about Disability Discrimination you can go to the Secretary of State for Education OR straight to SEND Tribunal.
Advice on Disability Discrimination

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