

WHAT TO DO IF YOU DON'T AGREE WITH SEN DECISIONS

First Steps

If you're unhappy with the support your child is receiving, start by speaking to their teacher, Special Educational Needs Coordinator (SENCO), or headteacher. It may help to arrange a meeting to discuss your concerns in detail.

REMEMBER

- Everyone involved wants the best for your child.
- Open communication is key to achieving positive outcomes.
- Support may take time to implement—be patient while monitoring its effectiveness.
- Regular reviews are essential to track progress and adapt plans if needed.

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 Information, Advice and Support Service (SENDIASS) can:

- Listen to your concerns and offer impartial advice.
- Suggest ways to address issues and guide you through the process.
- Help you prepare for meetings with professionals.
- Explain your rights and the laws relating to SEN.
- Connect you with additional support services.



IF YOU'RE STILL UNHAPPY

If you feel the issues haven't been resolved, consider the following:

- Check policies: Review the school's SEN policy, behaviour policy, or other relevant policies.
- Make a formal complaint: Follow the school's complaints procedure, which is usually available on their website.
- Seek additional support: Get help presenting your concerns clearly and effectively.
- Request Disagreement Resolution: Use an independent service to mediate and resolve issues.
- Meet with the Local Authority: Discuss concerns about SEN provision or decisions.
- Appeal an EHCP decision: If the issue relates to an EHCP, consider appealing.



DISAGREEMENT RESOLUTION

If you're struggling to reach an agreement, the Disagreement Resolution Service can help. This free and independent service is voluntary and must be agreed upon by all parties.

Disagreement Resolution can help with:

1. How early years providers, schools, or colleges fulfil their duties for children with SEN.
2. Special educational provision made for children receiving SEN Support or with an EHCP.
3. Health and social care provision as part of an EHCP assessment or review.

The service is impartial and aims to resolve disputes in a fair and collaborative way.

Mediation

Mediation is another type of disagreement resolution specifically for situations where you disagree with a decision made by the local authority about an EHCP.

HOW TO MAKE A COMPLAINT

To make a complaint, you'll usually need to have tried to resolve the issue informally first.

When submitting a formal complaint:

- Put it in writing and use the word "complaint."
- Be clear about the issues you want resolved.
- State what outcome you're seeking.
- Set a timeline for a response.

For further details, refer to the SEND Code of Practice (Sections 11.2 and 11.67-11.111): [SEND Code of Practice](#).

