

A One Minute Guide for SEND Complaint Process.

Step 1 - Initial Complaint to a School and/or College

If you want to complain about a school's and/or college's [SEN support](#), you should do it while your child is still registered at the setting. Follow steps A-C, move on to the next step if your complaint is not resolved. This includes complaints that the school/college has not provided the support required by your child's [My Support Plan](#) or [education, health and care \(EHC\) plan](#).

A - Talk to the school's/college's special educational needs co-ordinator (SENCO) and/or Headteacher.

B – Ask for a copy of the school's/college's complaints procedure and follow this.

C - Complain to your [local authority](#) or the [Education Funding Agency](#) if both the following apply:

- the school is an academy or free school.
- your complaint is not about an EHC plan.

[SENDIASS](#), can offer support to parents and carers of children with special educational needs and disabilities (SEND), and young people and children with SEND when raising a concern or complaint. [IPSEA](#) provide some more information.

Step 2 - Mediation

Before appealing to First-tier Tribunal, you must contact [mediation](#) first. The following matters can be raised:

- LA maintained schools' provision
- Undergoing EHC needs assessment
- EHC plan matters regarding education, health and social care
- Decision not to assess
- Decision not issue EHC plan
- Social care complaints

[Mediation](#) is a meeting you can have with SEND services to find a solution to your problems in an impartial and confidential environment. [Collis Mediation Ltd](#) manages the discussion to help you and the people involved try to reach a resolution. This [flowchart](#) shows what this process looks like.

Step 3 First Tier Tribunals

If your complaint has not been resolved the [SEND Tribunal](#) handle appeals against local authority decisions regarding special educational needs.

Step 4 Ombudsman

If you are unhappy with the final outcome, or the council is taking too long to look into the matter – (12 weeks) - you can complain to the ombudsman. You should normally make your complaint within 12 months of realising that the council has done something wrong. For more information on how to complain, visit their [contact us](#) page or complete an [online complaint form](#).