

# What if I do not 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.

Liaise 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)

## First steps

If you are not happy about the help that your child has at school the first step is to talk to their teacher, or to the Special Educational Needs Coordinator or the headteacher.

If you think the school is doing all it can but your child needs even more help, you can ask the local authority for an EHC needs assessment.

If your child has an Education, Health and Care plan you can also contact the SEND Team on 01522 553332 or email [BS\\_SEND@lincolnshire.gov.uk](mailto:BS_SEND@lincolnshire.gov.uk)

Liaise can help you prepare for and attend a meeting. If you still have concerns we can help you decide what to do next.

## What next?

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

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

Liaise can tell you more about each of these and help you decide what to do.

## Seeking help

It might be helpful to ask a friend or relative to attend a meeting with you. It is a good idea to keep notes or have records of what the school has done and has told you.

Liaise can give you impartial information and advice about possible ways forward.

Liaise might also be able to tell you about local or national groups that provide information and advice.

## Making a complaint

If you think that the school, college or Lincolnshire County Council could do more, you can complain using their [complaints procedure](#)

You can find out more about complaints procedures in the SEND Code of Practice sections 11.2 and 11.67 to 11.111.