



Moor End Community Primary School



Complaints Procedures regarding Special Educational Needs

2019-20

In the event of a complaint about any aspects regarding the level of support the school provides for those children who receive Special Educational needs, parents should in the first instance follow the school's complaint procedure/policy.

In the first instance any issues should follow the following line of enquiry:

Contact the school SEN co-ordinator **Mrs. M Crowther** directly through the school office on 01254 233312. An appointment to voice any concerns will be made and the concerns will be noted and actioned. Early intervention and dialogue with the school is the best and most effective form of action regarding any concern you may have with your child and SEN.

As a maintained primary school we also work closely with the Local Authority. If you are unhappy with any aspect of SEN provision or would like additional advice then please see the information below. This has been taken from the local offer website at:

<http://new.lancashire.gov.uk/children-education-families/special-educational-needs-and-disabilities.aspx>

Follow the 'Help for Parents' Link on their website.

SEND Information Advice and Support Service

This dedicated information advice and support service is for children and young people with special educational needs and disabilities and their families.

The service is impartial, confidential, and free. It can help you to gather, understand and interpret information and apply it to your own situation.

Children and young people can also access the service independently from their parents. We can provide support around:

- The local offer
- Local policy and practice
- Education law on SEN and related law on disability, health and social care
- Personalisation and personal budgets

How they can help you

They will:

- Discuss your concerns about special educational needs or disabilities (SEND)
- Explain SEND policies and procedures in Lancashire
- Assist you with SEND paperwork
- **Liaise between you, your nursery, school or college and other professionals**
- Support you with relevant meetings
- Signpost you to other sources of support about SEND

We can also provide advice through parent carer support groups, local SEN youth forums or local disability groups and training events.

To access the service please fill in our referral form and one of our officers will contact you within 7 working days.

You can contact us on:

SEND Information Advice and Support Service (SENDIASS)

- Tel: 0300 123 6706
Monday to Friday 8am to 5pm
- Email: information.lineteam@lancashire.gov.uk