

Hartlepool Information, Advice and Support Service Where can I get more information, advice and support

You can find out more about making a complaint about provision at your child's school on its website or by asking about its complaints procedure.

The **Local Offer**, published by the local authority, includes information about the arrangements for resolving disagreements and for mediation and, details about making complaints. It also tells you about your right to appeal to the Tribunal. You can find the Local Offer at www.hartlepool.fsd.org.uk/send

Chapter 11 of the **SEND Code of Practice** includes a lot more information about complaints procedures, disagreement resolution, mediation advice and mediation.

The SEND Advisor (IASS) can give you:

- Information about complaints procedures, disagreement resolution and mediation
- Advice about what to do if you are unhappy with the support the school or college is providing
- Details of other organisations, support groups and information services that may help
- Information and advice about your rights to appeal to the First Tier Tribunal (SEN and Disability)
- Impartial advice and support through the process of making a complaint, disagreement resolution, mediation or appeal.

National organisations that can also provide information and advice on SEND include:

- Coram- Children's Legal Centre at: www.childrenslegalcentre.com
- Contact a Family at: www.cafamily.org.uk
- IPSEA at: www.ipsea.org.uk

» Have your say

Please let us know any comments you may have about this leaflet by contacting the Information, advice and Support Service using the contact details below.

Alternatively you can write to us at:

Hartlepool Information, Advice and Support Service
Hartlepool Borough Council
Children's and Joint Commissioning Services
Level 4, Victoria Road
Hartlepool
TS24 8AY

Further copies of this and other leaflets are available from the Information, Advice and Support Service.

This leaflet is also available in large print on request.

» Data Protection

Although we are part of Hartlepool Borough Council, any record we make of your contact with us is confidential to the Information, Advice and Support Service except where you agree to us talking with other agencies, or if a child is at risk.

Tracy Liveras - Hartlepool Information, advice and Support Service



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We issued this document in August 2018. We will check the information is up to date in August 2020.