

Factsheet E

Making a complaint

Making a complaint if your child is not receiving the Special Educational provision specified on the Statement.

The special educational provision for your child is specified in **Part 3** of your child's Statement. In law the Education Authority must 'arrange the special educational provision' specified in the Statement.

If you discover that your child is not receiving the special educational provision specified in Part 3 of the Statement or that the provision is being removed or reduced without the Statement being amended you can make a complaint.

Should you speak to the School?

Yes. Speak to your child's Class Teacher and School Principal about your concerns. You should also write to your Education Authority (your regional office) to lodge a complaint.

Keep a copy of your letter and the date that it was sent.

If you require any further advice or information contact
SENAC on 028 9079 5779

Please refer to the Code of Practice on the Identification and Assessment of Special Educational Needs and the Supplement to the Code of Practice issued by the Department of Education for all relevant principles, practices and procedures (copies of these can be downloaded from our website www.senac.co.uk/useful-reading)

Advice Line
028 9079 5779

**Sample Letter
Making a complaint**

Your address

Date

Re: Complaint regarding non implementation of statement.

Child's name Date of Birth

Dear Sir/Madam

I am writing as the parent of the above child who has a statement of Special Educational Needs and attends school.

Under Part 3 the statement specifies the special educational provision my child should receive and I understand that you have a legal duty to 'arrange' this provision.

Please reply to this letter as soon as possible but in any event within 5 working days of receiving it, confirming the steps you will take to ensure that the special educational provision specified in my child's statement will in fact be made.

I look forward to an early reply,

Yours sincerely,