

EHC disagreements and complaints

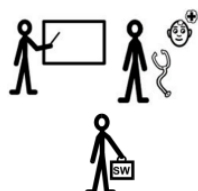


This easy read document tells you about what you should do if you are not happy about your child's education, health, and social care support.

Introduction



It is best to talk and try to sort out any disagreements as soon as possible.



You might want to start by having a chat to a teacher, social worker, or health worker.



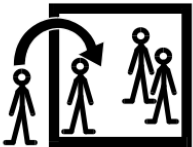
Sometimes we might need to have a more formal chat with those involved in supporting your child.



The formal chat may need to be facilitated (supported) by someone who is not involved with you, the school or your child.



Having someone who is not involved with you, the school or your child helps to make sure everyone's views are heard.



These discussions will always involve the parent/carer and the child/young person where appropriate.



There are different ways to deal with a disagreement or issue.

This easy read document tells what these options are.

Disagreement Resolution Service (DRS)



This service can help with disagreements with special educational needs support and health and social care needs.



Your child does not need to have an Education, Health and Care Plan to use this service.

Global Mediation
REPLACING CONFLICT WITH HARMONY

Global Mediation Ltd offer this service in Nottinghamshire.

Mediation



Mediation is where someone helps you and the council agree on how to sort out problems and disagreements.

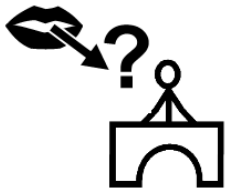
This service can help with issues and disagreements about the Education, Health and Care processes.

First Tier Tribunal

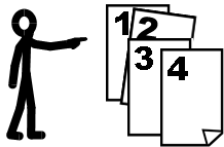


If you disagree with a council decision you can appeal to something called the "First Tier Tribunal."

This is an independent national tribunal.



An appeal is when you ask for someone else to look at a decision you are not happy with, or think is wrong.



You can appeal if:



- you are told an Educational Health and Care Plan is not needed, or.



- you do not agree with changes made to the Educational Health and Care Plan after an annual review.

Making an appeal



First you will need show you have thought about using mediation.



You need to have tried mediation before you can make an appeal.



You will need a certificate to show you have thought about and tried mediation.

A mediation adviser will give you a certificate

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[Global Mediation Ltd](#) offer this service in Nottinghamshire.

Making an appeal to the First-Tier tribunal



An appeal is when you ask for someone else to look at a decision you are not happy with, or think is wrong.



When the council makes decisions about the education and / or training of your child or a young person with Special Educational Needs and / or a Disability (SEND), you can appeal to the **First-tier Tribunal**.

Who can make an appeal?



If the decision is about a child, it is the parent who has the right to appeal.



If the decision is about a young person, then it is the young person who has the right to appeal.

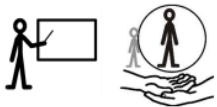


The First Tier Tribunal has [a website on GOV.UK](https://www.gov.uk) with more information. This website is not in easy read format.

SEND Tribunal – Extended Appeals



This is about putting things right or sorting things out.



You can appeal about the health and social care needs in the Education, Health and Care (EHC) plan.



However, you can only make an appeal about health and social care needs if you are already making an appeal about education needs.



To appeal a decision and get a health and social care recommendation as well, you will need to follow the appeals process above.



Tick the box on the form for a health and social care appeal.

Where to get further advice and support?

Global Mediation
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Global Mediation Ltd offers Mediation and Disagreement Resolution Services in Nottinghamshire.



The service is free.

You can contact them by:



Phone (for free): 0800 064 4488



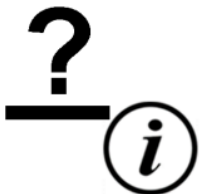
Email: sen@globalmediation.co.uk



Ask Us offers free and confidential advice and support for parents and carers of children and young people with special educational needs and disabilities.



- Telephone: 0800 121 7772
- or Email: enquiries@askusnotts.org.uk



For support to access the SEND Local Offer website you can ask:



- [County Council Libraries](#)



- [Our Customer Service Team.](#)



- people who help and support you.

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80



Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Sign Video

People who use British Sign Language to communicate can use the [SignVideo app](#) to speak with us.

Links in this document

Global Mediation Ltd

www.globalmediation.co.uk

GOV.UK – First Tier Tribunal

gov.uk/courts-tribunals/first-tier-tribunal-special-educational-needs-and-disability

Nottinghamshire County Council Libraries

www.inspireculture.org.uk

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For plain English web page version of this information, go to:

[Nottshelpyourself | SEND Local Offer - Disagreements and complaints about education support](https://www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/site.page?id=uAOUPUwGr24)

www.nottshelpyourself.org.uk/kb5/nottinghamshire/directory/site.page?id=uAOUPUwGr24

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