

# Hartlepool SEND IASS



SPECIAL EDUCATIONAL NEEDS AND DISABILITY 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.hartlepoolnow.co.uk](http://www.hartlepoolnow.co.uk)



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](http://www.childrenslegalcentre.com)

Contact at: [www.contact.org.uk](http://www.contact.org.uk)

IPSEA at: [www.ipsea.org.uk](http://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 SEND Information, Advice and Support Service  
Centre for Excellence in Teaching & Learning  
Brierton Lane  
Hartlepool  
TS25 4AF

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.

## **Privacy Notice**

We will only store and use the information you supply to us for the purpose of providing you with a service based on your consent. The information you provide will be handled in accordance with the General Data Protection Regulation and the Data Protection Act 2018.

For information on how the council processes your information please see our privacy notice at [www.hartlepool.gov.uk/privacy-notice](http://www.hartlepool.gov.uk/privacy-notice). It is important that you read our privacy notice so that you are aware of how and why we process your personal information.

If you have any questions on how we process your data please contact the Data Protection Officer, Hartlepool Borough Council, Civic Centre, Hartlepool, TS24 8AY. Tel: 01429 523087 or by email: [dataprotection@hartlepool.gov.uk](mailto:dataprotection@hartlepool.gov.uk)

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