

# WHAT YOU NEED TO KNOW ABOUT...



## SCHOOL SEN COMPLAINTS

**All schools must have a complaints procedure. This should be on the school website.**

To complain about **SEN support**, you should do it while your **child is still registered** at the school.

This **includes** complaints that a school has **not provided** the **support** stated in an **EHCP**.

Check if the school has an **SEN Information Report**. It should explain how to **complain** to them about **SEN provision**.

If this does **not resolve** the **problem** complain to the ESFA\* for **academies & free schools** & DfE\* for **any other school**

**DfE can't change a decision**, but they can **look at how it was made** & ask a **school to take action** where **appropriate**.

\***ESFA** - Education & Skills Funding Agency

\***DfE** - Department of Education

WHAT YOU NEED TO KNOW  
ABOUT...

## SCHOOL SEN COMPLAINTS



### Complain About a School

You can access the **ESFA Complaints** form [here](#)

You can access the **DfE Complaints** form [here](#)

There is a **different process** for **Disability Discrimination Complaints**.

To see our **Disability Discrimination Complaints** flyer please click [here](#)

