





Disagreements and Complaints



	<p>If you or your family do not agree with a decision made by a local authority, you can say so</p>
 <p>Children and Families Act 2014</p>	<p>The Children and Family Act 2014 details the different way to deal with any decisions that you or your family are not happy with.</p> <p>These will be explained in this document</p>

What do I need to know about disagreeing with decisions made by a local authority?

	<p>You need to be aged 16 – 25 to decide to use disagreement resolution or to have a tribunal</p> <p>Your parents or carers can use the disagreement processes if you cannot</p>
	<p>SENDIASS (Special Educational Needs and Disabilities Information Advice and Support Service) can provide you with information and support when disagreeing with a decision made by a local authority</p>

What can you do if you disagree with a local authority decision?

You can disagree with:

	<p>Your education, health and care assessments or reviews</p>
	<p>Your education, health and care plan</p>



The support and services provided to you

Mediation and Tribunals



If you are unhappy with your education, health and care plan, you can ask for the decision to be changed

This is called an appeal



A special court can decide if a decision should be changed

This is called the Special Educational Needs and Disabilities Tribunal



Before making an appeal, you need to talk to the council and see if you can come to an agreement. This is called mediation.

A person will help you and your local council make an agreement. This person is called a mediator



SENDIASS will give you information and advice on mediation

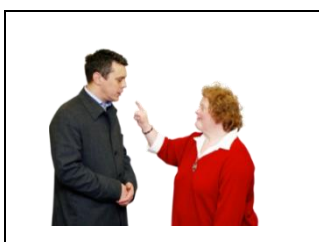
They tell the council if you want mediation





If you do not agree with the support you are given you can try changing it

Trust Together or KIDS disagreement resolution services can help you and the council come to an agreement




Complaints





You may want to make a complaint and tell the service what you are unhappy with

 <p>Council</p>	<p>To complain about the council follow this link:</p> <p>www.leicester.gov.uk/contact-us/comments-compliments-and-complaints/</p>
	<p>A service manager will try to deal with your complaint</p> <p>They might have to do an investigation to find out what went wrong and how to fix it</p>




Complaints can be made about:

	<p>An organisation</p>
	<p>An individual at the organisation</p>
 <p>CUSTOMER SERVICE: Excellent Average Poor</p>	<p>The service</p>


If you or your family are unhappy with the response to a complaint, you can:

	<p>Request a review panel to check the decision</p>
	<p>Contact the Local Government Ombudsman</p>

Complaints about the Health Services

	<p>You should make complaints about health services to:</p> <ul style="list-style-type: none">• The service you are using• The Clinical Commissioning Group
	<p>The NHS Complaints Advocacy Service can support you</p>
	<p>Talk to the Parliamentary Health Service Ombudsman if the complaint does not get dealt with</p>

Useful Contacts:

	<p>SENDIASS</p> <p>Telephone: 0116 257 2057 Website: www.sendiassleicester.org.uk</p>
	<p>KIDS East Midlands</p> <p>Telephone: 0152 254 2937 Website: www.kids.org.uk/mediation-info</p>
	<p>Together Trust</p> <p>Telephone: 0161 283 4807 Website: www.togethertrust.org.uk/family-support/mediation</p>