

# Useful words

You may come across some of these words when you make a complaint about the special educational needs and disabilities (SEND) support that you receive from your school, local authority or health services.

## Appeal

If you disagree with a decision about the support you are receiving, you can appeal to have this decision changed.



## Clinical commissioning group

A clinical commissioning group (CCG) is responsible for delivering health provision.

## Disagreement resolution services

If you, your parents or anyone else involved in your care disagree about the support you are getting, disagreement resolution services can help them to sort these problems out.

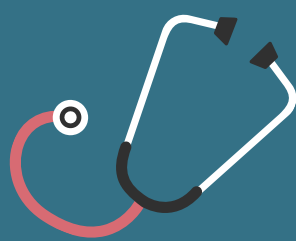


## EHC needs assessment

An education, health and care needs assessment helps to decide the type of support that you might benefit from.

## EHC plan

If you have an educational, health and care plan, it will explain the support that you must get.



## Health service

This is the organisation who will give you health support to help you stay healthy.

## Information, advice and support service

You and your parents can go to the information, advice and support service (IASS) to find out more information and how to get the support you need.





## Local authority

The local authority (LA) is the group of people who look after things in a local area, e.g. support services for young people.

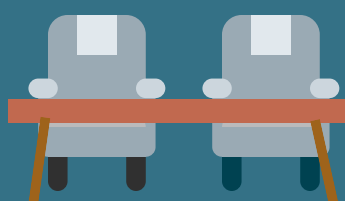
## Local offer

This provides information about the support and services that young people and their families with special needs and disabilities can get.



## Mediation

This is a meeting that helps people talk about something they disagree with, like the support you might get. An extra person is normally there to help people come to an agreement - this person is called a **mediator**.



## Ombudsmen

These organisations will look at specific complaints, like ones about how your local authority has been treating you, or how your support is being delivered.



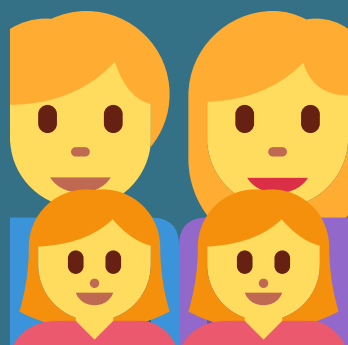
## Parliamentary & Health Service Ombudsman



The PHSO will look at any complaints that are related to health.

## Review

An LA, a school and some other people will meet to look at the support you are getting and decide if it is right for you.



## Social care provision

This is the support that a person gets to help them do things such as cooking or meeting up with friends.

## Tribunal

The Special Educational Needs and Disabilities Tribunal is a court that will listen to appeals and decides if a decision about your support should be changed.



If you come across other words that you do not understand, speak to a trusted adult, or contact your IASS who can help you further through the complaints process.