

ordinated assessment directly from the SEN team but parents are strongly encouraged to speak first with the education, health or care professional who already works with them, and consider jointly making the request.

Quality standards and expected outcomes for children and young people and their families accessing your service:

The SEN team contributes towards the Children's Trust Priority G strategy, for children / young people with disabilities. Quality standards are monitored internally by Portsmouth City Council's Audit Team, and through annual reporting of data to the Department for Education.

How and who to make a complaint to:

Complaints about children and young people's education, health & care should usually be raised with the child / young person's education, health or care worker in the first instance such as their teacher, doctor or social worker. Complaints can then be escalated to that professionals' manager, complaints department or regulatory body.

If the complaint is on-going, then the complainant can contact the SEN team directly at:
SEN Team, Civic Offices, Portsmouth City Council, Guildhall Square, PO1 2EA

Email: sen.education@portsmouthcc.gov.uk

Phone: 023 9284 1238

Portsmouth City Councils Information Sheet on Disagreement, Resolution and Mediation can be found by clicking [here](#)

If the complaint is about the local authority's management of a statutory SEND process, for example if the local authority does not write letters at the prescribed time, and cannot be resolved, parents / young people can raise complaints with the Local Government Ombudsman:
The Local Government Ombudsman PO Box 4771 Coventry CV4 0EH

Web: <http://www.lgo.org.uk/publications/fact-sheets/complaints-about-special-educational-needs>

Phone: 0300 061 0614

Parents / young people can seek informal disagreement resolution through the independent Information, Advice & Support Service (formerly Portsmouth Parent Partnership Service):

Web: <http://www.portsmouthsendiass.info>

Phone: 0300 303 2000

Prior to lodging any appeal with the First Tier Tribunal (see below), parents / young people must actively consider formal mediation. Portsmouth City Council contracts this independent service from GLOBAL Mediation. Parents / young people considering appealing a local authority decision about SEND must contact GLOBAL and obtain a certificate to present to the First Tier Tribunal:

Web: www.globalmediation.co.uk

Phone: 0800 064 4488

In some situations for example, if Portsmouth City Council decides not to carry-out a statutory assessment, or declines to issue or change an education, health & care plan, parents / young people can appeal to the First Tier Tribunal. This is a court of law:

HM Courts and Tribunal Service, SEND Tribunal First Floor, Darlington Magistrates Court
Parkgate Darlington DL1 1RU.

www.justice.gov.uk/tribunals/send

Phone: 01325 289350

Tel: 023 9284 1238 **Email:** sen.education@portsmouthcc.gov.uk

Service Category: Education, Education Service

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