

Children and young people with education, health and care needs – avenues for complaint and redress

	Early years/ school/ college provision	Provision for individual CYP incl those with SEN but no EHC Plan	Decision not to assess	Undergoing EHC assessment	Decision not to issue EHC plan	EHC plan	Disability discrimination	Health complaints	Social care complaints
Early years provider	✓	✓					✓		
School	✓	✓					✓		
College	✓	✓					✓		
DfE/School Complaints Unit	✓ (LA Maintained Schools)	✓ (LA Maintained Schools)							
EFA	✓ (Academies, sixth form colleges)	✓ (Academies, sixth form colleges)							
SFA	✓ (General FE colleges)	✓ (General FE colleges)							
Secretary of State	✓ (Independent schools)		✓	✓	✓	✓	✓ (in LA maintained schools)		
Ofsted	✓ (early years & LA maintained schools and academies as a whole)								
Local Authority	✓ (LA maintained schools)		✓	✓	✓	✓ (about non- provision of education & social care)			✓

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Local Government Ombudsman			✓ (maladministration delay etc)	✓ (maladministration)	✓ (maladministration)	✓ (about non provision of education & social care)			✓
Disagreement resolution services	✓ (how providers carry out duties)	✓	✓	✓	✓	✓ (about sections E, H and C in the plan)			
Mediation			✓		✓	✓ (about sections E, H and C in the plan)			
First-tier Tribunal (SEND)			✓		✓	✓ (about education in a plan)	✓ (in schools)		
County Court							✓ (in early years, post-16, Las)		
NHS complaints						✓ (about health provision in a plan)		✓	
Parliamentary and Health Service Ombudsman						✓ (with the LGO)		✓	