LETTERS, RIGHTS AND COMPLAINTS | ENGLAND

School SEND Complaint Letter Pack

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Organise a school SEND concern, the outcome you are asking for, and a clear record of what has already been tried.

Follow the school or trust's published complaints process. This pack does not file a complaint for you and it is not legal advice.

Who this is for

Parents and carers in England who need to put a SEND concern in writing after informal steps have not resolved it, or who have been asked to use the formal policy.

What is inside

- A preparation sheet
- A model letter
- A log of stages

Please read this first

This is a free starting-point resource from My SEND Friend. It is general information, not legal, medical or benefits advice, and it is not an official or government form. It does not guarantee an assessment, plan, adjustment, payment or any other outcome. Check current official guidance (for example GOV.UK) and get individual advice from SENDIASS, IPSEA or a suitably qualified adviser when you need it.

Before you write

Read the school or academy trust complaints policy and use the correct stage. Keep the letter factual, dated, and clear about the outcome you want. If the issue is also a possible disability discrimination issue, or about a missing EHCP provision, get advice from SENDIASS or IPSEA because the best route may not be a standard complaint alone.

Child's name

School or trust

Date

Policy stage I am using

My concern

What happened, with dates

What I have already tried, and the response

The effect on my child

The outcome I am asking for

Model letter

How to use this letter
Replace anything in [square brackets] with your own details. Delete lines that do not apply. Keep the letter factual and in your own words. This is a starting point, not a required form of words, and sending it does not guarantee a particular outcome.

Model wording (adapt this):

Dear [Headteacher / complaints officer],

I am writing under stage [X] of your complaints policy about SEND support for [child's name], in [class].

The concern is: [brief factual summary, with dates]. I have already: [meetings, emails]. The effect on [child] has been: [effect].

I would like you to: [the outcome]. I would be grateful for a written response by [a reasonable date]. Please confirm receipt.

Yours faithfully, [Name]

Notes for my actual letter

Useful next steps and sources

Use what helped in this pack and leave the rest. You can come back to it when you need to. Live tools on mysendfriend.co.uk remain free, including Help Me Now, the SEND Letter Builder, the Reasonable Adjustments Builder, the DLA and PIP Claim Planners, and the free resources hub. Saving work to My SEND Plan is optional.

Where to check official or independent information

Guidance and benefit rules can change. Check the current official position, and get individual advice when you need it.

- GOV.UK: Children with special educational needs and disabilities (SEND)
- The SEND Code of Practice 2015 (England)
- The school's SEN information report and complaints policy
- Your local SENDIASS service
- IPSEA, for legally based information in England

A reminder about this free pack

This is a free starting-point resource from My SEND Friend. It is general information, not legal, medical or benefits advice, and it is not an official or government form. Using it does not start a statutory process or guarantee a particular outcome. Adapt every page to your situation.

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