LETTERS, RIGHTS AND COMPLAINTS | ENGLAND

Local Authority Delay and Follow-Up Letter

Free download · My SEND Friend Shop

Prepare a factual follow-up about a delay in an EHCP or SEND process and keep a dated record of your request and any response.

Who this is for

Parents and carers in England waiting for a decision, a plan, a review, or a reply from a local authority SEND team.

What is inside

- A delay record sheet
- A model follow-up letter

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.

Keep it dated and factual

Say what you are waiting for, when it was due as you currently understand it, and what you would like to happen next. Check official timescales and the last letter you received. This letter does not start legal action on its own. If delay is serious or ongoing, get advice.

EHCP processes described here apply in England, under the Children and Families Act 2014, the Special Educational Needs and Disability Regulations 2014, and the SEND Code of Practice: 0 to 25 years (2015). Scotland, Wales and Northern Ireland have different systems. Always check the current official position and any deadline on letters you receive.

Child's name and date of birth

Local authority

What I am waiting for

Date I last wrote or was given a due date

The usual or stated timescale I am relying on, and where I read it

Model follow-up

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 SEND Team,

I am writing about [child's name], date of birth [DOB]. On [date] I [sent a request / received a letter saying X]. I am waiting for [the decision / the draft / the final plan / a review / a reply].

As I currently understand it, this was due by [date], based on [the letter / the usual timescale in the Regulations, which I have checked]. I have not yet received [X].

Please confirm the current position, the date I can now expect a response, and any reason for the delay. Please also confirm the date my original request or document was received.

I look forward to hearing from you. Yours faithfully, [Name]

Dates and references I will add

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.

mysendfriend.co.uk · My SEND Friend Shop · Supporting families together