

## What Parents Say...

Your services were very appreciated. Everyone involved with our family worked in a professional way, listening to our concerns, helping and supporting us as a family to progress and move forward.

I felt really listened to for the first time and got all the facts and advice I really needed. Excellent service, thank you so much

The service has provided myself and my child with more tools and confidence to ensure that his needs are recognised and met by his school. Thank you SENDIASS.

For confidential and impartial information, advice and support.

 [www.suffolksendiass.co.uk](http://www.suffolksendiass.co.uk)

 [sendiass@suffolk.gov.uk](mailto:sendiass@suffolk.gov.uk)

 01473 265210

 ADVICE4ME to 87007



Special Educational Needs and Disability Information, Advice & Support Service

# sendiass

in Suffolk



Information



Advice



Support

If you need help to understand this information in another language please call **03456 066 067**

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo. 03456 066 067

Portuguese

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer. 03456 066 067

Polish

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন 03456 066 067

Bengali

Jeigu jums reikia šios informacijos kita kalba, paskambinkite 03456 066 067

Lithuanian

Dacă aveți nevoie de ajutor pentru a înțelege această informație într-o altă limbă, vă rugăm să telefonați la numărul 03456 066 067

Romanian

Если для того чтобы понять эту информацию Вам нужна помощь на другом языке, позвоните, пожалуйста, по телефону 03456 066 067

Russian

If you would like this information in another format, including audio or large print, please call **03456 066 067**.



Providing confidential and impartial information, advice and support to help children, parents and young people take part in decisions that affect their lives.



### Information

You may find the answer to some of your questions by looking through the information on our web pages, via social media channels and through workshops and courses. We have some downloadable leaflets and factsheets. If you can't find the answers to your questions, you can get in touch by phone, text or email. - **you choose** which works best for you.



### Advice

We provide unbiased information and advice about what the law says, the local authority's policies and procedures and about the policy and practice in local schools and other settings. We do not take sides or tell you what to do, we will help you get the information you need to make your **own choices**.



### Support

We can help you by **listening** to your views and concerns and working with you to explore your options. We can help you with preparation for meetings, with letters, forms and reports and support you to have the confidence to **express your views**.

'**Suffolk SENDIASS** (Special Educational Needs and Disabilities Information Advice and Support Service) is a **confidential** and **impartial** information, advice and support service on issues related to Special Educational Needs and Disability (SEND).

Our service is **free, easy to access and confidential**. We can help children, parents and young people take part in decisions that affect their lives.

We offer information, advice and support to:

- Children and young people (up to 25 years) with SEND
- Parents and carers of children with SEND
- Practitioners (who might be supporting children, young people or parents to access our service)'



### Education

We can talk to you about any **questions or concerns** you have in relation to your child's Special Educational Needs, including choice of educational setting. We can discuss with you how to raise your concerns and help you to find **positive ways to communicate** with schools and the local authority.



### Rights

We provide information and can help you to understand what the law says and what your rights are, enabling you to make **informed choices**.



### EHC Plans

We have lots of information and advice around EHC plans, how to request, and what happens next within our webpages. We can support you to get your views across and fully **participate in the process**, including at Annual Reviews and with disagreements.



For more details visit:  
[www.suffolksendiass.co.uk](http://www.suffolksendiass.co.uk)

Or Email  
[sendiass@suffolk.gov.uk](mailto:sendiass@suffolk.gov.uk)