

SENDIASS North Yorkshire

Our agreement and expectations

Sendiass North Yorkshire will provide the relevant information and advice to everyone using the service. We aim to empower parents, carers, young people and professionals to gain an understanding of SEND policies, process and relevant Law and how it applies to their situation.

What you can expect from us:

- We will be confidential, impartial, arm's length from the Local Authority and provide information, advice, and support to achieve the best outcomes possible.
- We will be honest, reliable, non-judgmental, all trained or working towards IPSEA Level 3 in SEND law.
- We will gather information during your contact and record brief notes on our confidential database so should you return, you do not have to re-tell all your situation.
- The SENDIASS coordinator will offer information and advice by phone, emails, and virtual meetings.
- Should your child's/young person's file be allocated to a co-ordinator you will be offered a one-off virtual meeting or phone call to address your reasons for contact. During this session you will be given information and advice about next step. Once has happened the file will be closed.
- You can return to the Service at any point should you require further advice or information by contacting us through our secure online contact form: [Contact form for parents/carers > SENDIAS North Yorkshire](#).

You can help us by:

- Working together to agree next steps.
- Leaving us a message if you phone.
- Attending pre-arranged meetings and letting us know if you cannot attend with as much notice as possible.

- When your child/young person's file has been closed please come back to us through our advice line using: [Contact Us - SENDIASS North Yorkshire](#).
- By filling in our evaluation form as it really helps us to learn and develop our service.

Please note.

You will be welcome to return to our advice line with any new concerns.