



## **Our agreement and expectations**

SENDIASS North Yorkshire provides free, confidential, impartial information, advice and support to parents, carers, children, young people and professionals. We aim to empower families and professionals to develop a clear understanding of Special Educational Needs and Disabilities (SEND), including relevant legislation, policies and processes, and how these apply to their individual circumstances.

### **What you can expect from us**

- We will provide confidential, impartial and accessible information, advice and support. SENDIASS operates independently and at arm's length from the Local Authority, with the aim of helping families achieve the best possible outcomes for children and young people with SEND.
- We will treat you with honesty, respect and without judgement. Our team members are trained, or working towards accreditation, in SEND law through IPSEA Level 3 training.
- We will gather relevant information during our contact with you and record brief notes on our secure and confidential database. This means that if you contact us again in the future, you will not need to repeat your circumstances from the beginning.
- A SENDIASS Coordinator will provide information and advice through telephone calls, email correspondence and virtual meetings, depending on your needs and the nature of your enquiry.
- If your enquiry requires allocation to a Coordinator, you will be offered a one-off telephone or virtual appointment to discuss your concerns in more detail. During this appointment, you will receive information, advice and guidance on possible next steps. Following the appointment, and once the agreed support has been provided, your case will be closed.
- You are welcome to contact the service again at any time if you require further information, advice or support. New enquiries can be submitted through our secure online contact form: [Contact form for parents/carers > SENDIAS North Yorkshire](#)

We are committed to ensuring that all children, young people and their families have access to the information and support they need to make informed decisions and participate fully in SEND processes.

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: [Home > SENDIAS 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.**

Reviewed: August 2026