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|  | **This fact sheet is about:**  **Special Educational Needs** |
|  | **What do you do before you contact the Ombudsman?** |
|  | Go to the Special Educational Needs Tribunal if: |
|  | * the Council will not look at your child’s needs, or if it will not make a statement. |
|  | * you are not happy with what is in the statement for your child. |
|  | **What can the Ombudsman do?**  We can do something if: |
|  | * there has been a long delay to look at your child’s special education needs. * the Council has taken too long to give a statement of your child’s needs. |
|  | * there has been a long delay to do what the statement says for your child. |
|  | * the Council has not followed the rules. |
|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
|  | * making the Council write a statement of special needs for your child if it does not think they need one. |
|  | * what the Council puts in the statement for your child. |
|  | **Things to think about** |
|  | If we agree with your complaint, we will tell the Council how it could make  things better. |
|  | This could mean giving you money to pay for help for your child. |
|  | The Ombudsman can tell the Council or housing association what we think it should do if we think it has done something wrong. |
|  | **More information** |
|  | Find out about the **Special Educational Needs Tribunal for Wales** at: [www.sentw.gov.uk](http://www.sentw.gov.uk)  or: 01597 829800 |
|  | The **Welsh Government** has more information in the education section of their website at: [www.wales.gov.uk](http://www.wales.gov.uk) |
|  | You can also get information and  advice from:  **Snap Cymru**: [www.snapcymru.org](http://www.snapcymru.org)  and  **The Advisory Centre for Education**  [www.ace-ed.org.uk](http://www.ace-ed.org.uk) |
|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |