

Escalation Process for SEND Services

If you have SEND Service-related queries, you can escalate your concerns using the following procedure:

Step 1	Contact your SEND officer allocated to your school/ setting.	See the list on LEAP for the latest officer allocations
Step 2	If you feel you need to discuss your concerns with a more senior member of staff, please contact the Senior SEND Officer	Hannah Akhtar (up to Year 8) hakhtar@hillingdon.gov.uk Claire Davidson (from Year 9) cdavidson@hillingdon.gov.uk
Step 3	If you still consider that your concerns have not been addressed please contact relevant SEND Team Manager	Primary - Danielle Roberts - droberts2@hillingdon.gov.uk Secondary - Marie Holmes - mholmes@hillingdon.gov.uk Post 16 - Laura Stokes - lstokes@hillnigdon.gov.uk
Step 4	If you still consider your concern unresolved you can escalate this to SEND Service Manager	Sonal Sisodia – ssisodia@hillingdon.gov.uk