



SIASS Response Times

Initial Enquiry into SIASS	Within 2 working days
Response from allocated caseworker	Within 5 working days
Notice period for meeting	A minimum of 2 weeks

What to Expect from SIASS

- We are:
 - Impartial: We don't take sides.
 - Confidential: What you share stays private.
 - Goal-Focused: We work with you to reach specific goals.
- We want to help you feel confident to speak for yourself.
- We will help you via email, online or phone.

How SIASS helps

- Advice on SEND rules and what they mean for you.
- Explaining options available to you.
- Helping review documents so you understand them.
- Preparing for meetings and knowing what to say.
- Information links to stay informed.
- Guidance after meetings for next steps.

What SIASS cannot offer

- Write emails or letters on your behalf.
- Recommend specific schools.
- Help with benefits like DLA or housing.
- Attend meetings just to take notes.
- Provide mental health counselling.

What we need from you

- Keep your contact info up to date (email, phone).
- Inform us of major changes (like moving away).
- Tell us about big meetings you are attending.
- Let us know if you no longer need our help.

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