



Education Tribunal for Wales

Claim orders

About this guide

This guide explains the timescales for claim orders made by the Education Tribunal for Wales (ETW). If you would like any additional information, please contact the Tribunal.

Tribunal clerks are the staff who process appeals and claims. They answer your letters and telephone calls. They can only answer questions about the administration of your case. They cannot give legal advice. This means they cannot give their opinion, or recommend whether you should take a particular action.

Language Preference

ETW welcomes receiving correspondence and phone calls in Welsh or English. We will respond in Welsh to any correspondence received in Welsh. Corresponding in Welsh will not lead to a delay in our response.

This document is also available in Welsh. Please contact the Tribunal for a Welsh version of this document. You may also submit forms, documents, and make written representations to ETW in Welsh or English.

Information resources

- [The Education Tribunal for Wales Regulations 2021](#)
- [The Additional Learning Needs Code for Wales 2021](#)
- [The Additional Learning Needs and Education Tribunal \(Wales\) Act 2018](#)
- [The Additional Learning Needs \(Wales\) Regulations 2021](#)

Our orders

A Tribunal Order is an order to carry out a particular action made by the Tribunal. Orders are made after panels hear cases and issue a final decision report.

Our order is binding on the responsible body. They have a duty to do what the Tribunal orders.

Time limit

The responsible body normally has a limited time within which it must carry out our order. The tribunal chair will normally include the time limits for carrying out the order in the written decision. The time usually runs from the day after the responsible body receive our order. The period allowed varies depending on the kind of order.

Our job is finished

Once we have issued our decision, we cannot take any further action. We have no power to supervise how and when the responsible body carry out our order. Even if the responsible body does not do what we have ordered within the time limit, we cannot take further action. You would need to pursue this with the Welsh Government.

If the responsible body does not comply

If the local authority or FEI does not keep to the order in the time we say, you may have to apply to the High Court to enforce it.

Alternatively, you may complain to the Department for Education and Public Services:

Additional Learning Needs Branch
Support for Learners Division
Welsh Government
Crown Buildings
Cathays Park
Cardiff
CF10 3NQ

additionallearningneedsbranch@gov.wales

You can also make a complaint to the Public Services Ombudsman:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ

www.ombudsman.wales

0300 790 0203

Further information

We hope this brief guide is helpful. The full regulations are in the Education Tribunal for Wales Regulations 2021. If you have access to the internet you can find a link to these regulations above.