

Open and honest communication

We will make all the information we need to share with you clear and easy to understand

The arrangements made by the school relating to the treatment of complaints from parents of pupils with special educational needs concerning the provision made at the school.

- *You may discuss your concerns about your child with your child's teacher or the SENCo at anytime in the first instance*
- *The school has a named Governor for Special Educational Needs you may contact if you are not happy with any aspect of our work.*
- *We will give you the contact details of Parent Partnership for independent advice and support and also the Special Educational Needs and Assessment Review Team.*
- *We will arrange for a member of our staff to interpret for you if any of our staff have the language you need to improve communication.*
- *Our policies will be user friendly.*
- *We will try our best to simplify the information we give you so you may understand it easily.*