



SEND Students: Complaints Process.

Owner: J. Gillen

Review date: February 2026

Next review date: February 2027

Complaints Process.

We hope that we provide a good service to our stakeholders at all times. However, we understand that sometimes you may be unhappy with some aspect of our work together. If so, there are some guidelines for taking the matter further.

What can I do if I am concerned or unhappy about my child's provision?

In the first instance, the school would urge you to make contact with the SENDCo to allow them to address your concerns as swiftly as possible.

Ms J. Gillen, SENDCo: j.gillen@kingsway.stockport.sch.uk

Miss J. Horsey, Assistant SENCo: j.horsey@kingsway.stockport.sch.uk

Mr T. Cox, Assistant SENCo: t.cox@kingsway.stockport.sch.uk

Mr J. Sadler, SEND Lead: j.sadler@kingsway.stockport.sch.uk

Safeguarding:

Ms E Hulance, Designated Safeguarding Lead: e.hulance@kingsway.stockport.sch.uk

Mr G Dorsett, Deputy Safeguarding Lead: g.dorsett@kingsway.stockport.sch.uk

Other people to contact in school:

- Your child's year team;
- If your child is on the SEN support stage of the register or they have an EHCP, you may wish to contact their Individual provision plan co-ordinator by email;
- Feedback can also be shared at parent's evenings.

If you still feel that your child's issues haven't been dealt with, then please contact the Headteacher:

Mrs Anna Fowler: a.fowler@kingsway.stockport.sch.uk

If you wish to make a formal complaint, this needs to be done using the trust's complaints policy which is available on the website. All complaints need to be in writing and will be addressed in line with policy and standard procedure.

For more information, please see our SEND Information Report, on our website.

Ms J. Gillen, SENDCo
The Kingsway School, Foxland Road, Cheadle, SK8 4QX