

Dealing with Complaints regarding SEND

Parents will be kept fully informed of their child's Special, Educational Needs at all stages and their support actively sought. Parents who have any concerns or complaints should initially contact the class teacher, who will then discuss with /Headteacher/SENCO. Any parent with a query related to SEND is welcome to make an appointment with the Head teacher or the SENDCO.

The school follows an agreed complaints procedure, and this will be followed for any complaints that relate to children with SEND.

If there is cause for concern or complaint regarding the child's SEND provision the parent or carer is encouraged in the first place to approach the child's teacher in liaison with the SENCO. Our SENDCO welcomes working with parents / carers and, as such, is always happy to meet to discuss needs and provision.

If these concerns are not resolved, then the complaint should be managed in accordance with the Complaints Procedure Policy. Any complaints relating to Special, Educational Needs will be dealt with in accordance with the school's general policies concerning complaints.

If you remain concerned or need further support, please contact the Headteacher. The named school governor for SEND can also be contacted via the school office.