

What do I do if I have a complaint about my child with SEND?

The school works, wherever possible, in partnership with parents to ensure a collaborative approach to meeting pupils' needs.

Where an issue arises, parents should, in the first instance, make an appointment to speak with their child's class teacher and seek to resolve any concerns. If a parent believes that their concern has not been resolved to their satisfaction or is of a more serious or sensitive nature, an appointment should be made to see the Inclusion Lead who, in liaison with the Headteacher, will investigate and report back on the results of the investigation. Where an issue is not satisfactorily resolved, parents should then take up the matter with the Chair of Governors.

All complaints are taken seriously and are heard through the school's **complaints policy** and procedure.