

Complaints Procedures

The views of parents and carers are always valued. The Inclusion Manager is available to meet with parents and carers at a convenient time to listen and to address any concerns.

If a parent or carer is not happy with any provision provided for their child, they should first talk to the class teacher, and after that, if they still have concerns, to the Inclusion Manager. If parents are still not satisfied or continue to have concerns, they can make an appointment to meet with the headteacher. If the concerns of parents remain unresolved then the school's complaints procedure should be followed. If the complaint is linked to an ECHP or transferring across from a statement to an ECHP, then the complaints procedure detailed in the SEN code of Practice (2014) section 11 'Resolving Disagreement' should be followed.

SEND Information Report

Concerns about the service provided.

- In the first instance, parents should talk to their child's class teacher. After that, if they continue to have concerns, they can talk to the Inclusion Manager who would be happy to help.
- If, after meeting with the Inclusion Manager, parents are still dissatisfied, they should make an appointment to see the headteacher.

If parents, after meeting the headteacher, feel that the situation is still unresolved, the school Complaints Policy will advise how to proceed.