

Edwards Hall Primary School

Special Educational Needs/Disabilities (SEN/D) Complaints Procedure

If you as a parent/carer are unhappy about something that is happening in school, you have the right to discuss your concerns with the school.

Key Principles

At Edwards Hall we aim to:

- Resolve complaints at the earliest possible stage;
- Make all reasonable adjustments to ensure that parental concerns and complaints are addressed;
- Build parents' confidence and trust in the quality of provision that the school makes for children with SEN/D.

A four stage procedure:

Stage 1 First of all, talk to your child's class teacher. You may need to make an appointment to make sure you have enough time. You can bring along a friend or relative to the meeting if you want to. A discussion with the class teacher will usually help to resolve most worries and concerns. S/he will ask what you would like the school to do to give you confidence about the future and will make every effort to address the concern informally by making any reasonable change in practice.

Stage 2 If you are not satisfied with the teacher's response, the next step is to discuss the concern with the Inclusion Manager, or the Deputy Head if the Inclusion Manager is not available. They will take account of your discussion with the class teacher and then try to get agreement on the best way forward. Again, you can bring along a friend or relative to the meeting if you want to.

Stage 3 If you are not happy that the Inclusion Manager / Deputy Head has been able to resolve your complaint, you can make a complaint to the Headteacher. You should talk informally to the Headteacher first, but if you want to go on to make a formal complaint, you will need to put this in writing. Please discuss this with the Headteacher, who will advise you how to do this. You will also find it helpful at this stage to have a copy of the school's Complaints Policy, which explains in detail what procedures are followed. The Complaints Policy can be found on the school website.

The Headteacher will acknowledge receipt of a formal, written complaint within 3 school days. He will arrange a meeting to discuss the problem and will conduct a full investigation, talking to any staff and/or children involved. You will receive a written response to your complaint within 10 school days of acknowledgement of the complaint.

Stage 4 If you are still unhappy, you may wish to contact the Chair of the Governing Body for a referral of your complaint to a Governors' Complaints Panel. Within 15 school days of its receipt, a group of three governors who have no previous knowledge of the problem will hear your complaint. They will therefore be able to give it a fresh assessment. The panel will invite you to speak at a meeting that the Headteacher will also attend. You will receive a written response to your complaint within 5 school days of the meeting.

A complaint will usually be considered as 'out-of-time' if it is raised more than 3 months after the matter is known to the complainant.

The following website explains the role of the Local Authority when complaints cannot be resolved at school level and offers further advice to parents:

http://www.adviceguide.org.uk/england/education_e/education_support_for_learning_ew/special_educational_needs.htm

Parents and carers who are unhappy with the Local Authority or school's responses to their child's SEND, may seek mediation from the SEN Mediation and Disagreement Resolution Services. This is available to parents of children with special educational needs and to young people with special educational needs. The services are free and confidential and are independent of the local authority and Clinical Commissioning Group. Tel no: 0800 064 4488

Parents and carers can also appeal to the Government's SEND tribunal if you disagree with the Local Authority's decisions about your child's special educational needs. You can also appeal to the tribunal if the school or council has discriminated against your disabled child. Tel no: 0800 064 4488

Agreed by the Governing Body: May 2018

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