



## **St Joseph's Catholic Primary School**

### **SEN/D Policy – Complaints Procedure**

<b>Agreed by the Governing Body on</b>	Spring 2010
<b>Review Date</b>	Spring 2013
<b>Person(s) Responsible</b>	Inclusion Manager



## SEN/D Policy – Complaints Procedure

### Key principles

#### At St Joseph's 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/LDD

### A Four Stage procedure

If you as a parent/carer are unhappy about something that is happening at school – for example, your child is making slow progress in learning or appears to be very unhappy in school - you have the **right** to discuss your concerns with the school. St Joseph's has a staged approach to resolving complaints and is committed where possible to resolve complaints at the earliest possible stage.

**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. The school believes that a face-to-face discussion with the class teacher will address most worries and concerns.

You can bring along a friend or relative to the meeting if you want to. The class teacher will listen carefully and take time to understand what you feel was the cause of the concern. S/he will ask you what you would like the school to do to give you confidence about the future and they will make every effort to address the concern informally by making any reasonable change in practice.

Of course this does not mean that in every case they will come round to your point of view. It WILL help everyone to understand both sides of the matter in question. This will help to prevent a similar problem happening again in the future.

**Stage 2.** If you are not satisfied with the teacher's response the next step is to discuss the concern with the school's Inclusion Manager, or The Deputy head.

Again, you can bring along a friend or relative to the meeting if you want to and the Inclusion Manager / Deputy Head will listen carefully to your concerns. They will also take account of your discussion with the class teacher and then try to get agreement on the best way forward.

**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 a formal

complaint, you will need to put this in writing. Please discuss this with the Headteacher and she 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 Procedure because this explains in full detail what procedures are followed. You can collect this from the school office.

The Headteacher will arrange a meeting to discuss the problem - again, you can bring along a friend, adviser or relative to the meeting if you want to. The Headteacher will conduct a full investigation of the complaint and will talk to any staff and or children who are involved. You will receive a written response to your complaint.

**Stage 4.** If you are still unhappy go to the governors. In the large majority of cases the problem will have been solved before this stage. However, if you are not satisfied, you may wish to contact the Chair of the Governing Body for a referral of your complaint to a Governor's Complaints Panel. 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.