

## Fairfield Primary School (reviewed September 2022)

### Handling complaints from parents of children with special educational needs (SEN) about the support provided by the school

What to do if you have a concern about the support provided by the school for your child:

- In the first instance, please talk to your child's class teacher about your concerns.
- If you need some more information or support, please make an appointment to speak to our SENCO, Mrs Dunford.
- If you feel that your concern or complaint has still not been dealt with to your satisfaction, please follow our existing Complaints Procedure (published on our website: <http://www.fairfieldprimary.org.uk/policies/>). At this stage you will need to register your complaint with the school in a more formal manner (this is known as a Stage 1 complaint on our complaints procedure).
- If you are not satisfied with our response after Stage 1, you will need to consider whether you wish to take the complaint to Stage 2 (again, this is detailed in our complaints procedure).

As a school, we very much value our relationship with the families of our children and we always try to solve your problems as early as possible to prevent them from growing into a formal complaint.

Please do speak to us as early as possible if you are worried about something.