



Fairfield Primary School SEND Complaints Policy

Revised:	September 2026
By:	N Steel
Review Details:	Updates Annually
Next Review Date:	September 2027
Approved by Governing Body:	September 2026

Purpose

This policy outlines how parents and carers can raise concerns or complaints about the school's provision for pupils with Special Educational Needs and Disabilities (SEND). It should be read alongside the school's general '[Dealing With Concerns and Complaints](#)' policy, 'SEND Policy', and the Local Authority's [Local Offer](#).

Our aim is to resolve concerns promptly, informally where possible, and in a way that maintains positive relationships.

Statutory Framework

This policy is based on the following legislation and guidance:

- Children and Families Act 2014
- SEND Code of Practice (2015)
- Equality Act 2010
- DfE Best Practice Guidance for School Complaints Procedures
- Stockton on Tees Local Authority SEND Local Offer

Scope of this Policy

A SEND complaint may relate to:

- The identification of a child's SEND
- The support or provision offered
- Delivery of provision set out in an Education, Health and Care Plan (EHCP)
- Reasonable adjustments under the Equality Act
- Communication around a child's SEND support
- Progress reviews, assessments or timescales
- Access to specialist support or interventions

This policy **does not** apply to:

- Admission appeals
- Exclusion appeals
- Safeguarding concerns
- Complaints about Local Authority decisions relating to EHCPs. Parents and carers may have access to mediation services and statutory rights of appeal through the First-tier Tribunal (Special Educational Needs and Disability).

Roles and Responsibilities

Parents and Carers

- Share concerns early so they can be resolved quickly
- Work with the school in partnership

Class Teacher

- First point of contact for concerns
- Oversees day-to-day provision and differentiation

SENDCO

- Leads the school's SEND provision
- Investigates SEND-related concerns
- Ensures communication and appropriate follow-up

Headteacher

- Handles formal complaints
- Ensures compliance with statutory duties

Governing Body

- Reviews escalated complaints
- Ensures a fair, impartial process

Local Authority

- Handles disputes relating to EHCP assessments and provision
- Provides SENDIASS support and mediation

SEND Complaints Procedure

Stage 1 – Initial Concern

We encourage parents to raise any initial concerns with your child's class teacher, who can discuss current provision in class. Team leaders may also assist at this stage.

Stage 2 – Informal Resolution

If you feel the initial conversation with the class teacher has not resolved the issue, you are advised to arrange an appointment to speak with a member of the SEND Team (Mrs Calvert, Mrs Strachan, Mrs Dunford) and/or the SENDCO, Mr Steel.

Stage 3 – Formal Complaint

If you feel that your concern or complaint has still not been dealt with to your satisfaction, please follow our existing '[Dealing With Concerns and Complaints](#)' policy. This policy is also published on our website.

At this stage, you will need to register your complaint with the school in a more formal manner (this is known as 'Second Contact' on our complaints procedure). All further steps in

this process are detailed in the 'Dealing with Concerns and Complaints' policy.

Record Keeping

The school may keep:

- Notes from meetings
- Copies of correspondence
- Records of actions taken
- Investigation outcomes

Records are held securely and in accordance with UK GDPR.

Support for Parents and Carers

Parents can access support through:

- The school SEND Team – Mrs Strachan, Mrs Calvert, Mrs Dunford
- The school SENDCO – Mr Steel
- Local Authority SENDIASS (free, impartial support)
- Mediation services (for EHCP disputes)
- The Stockton Parent Carer Forum (SPCF) - [Stockton Parent Carer Forum](#)]

All complaints are handled sensitively and shared only with those who need to know to resolve the issue.

As a school, we very much value our relationship with the families of our children and we always try to foster this and 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.

Accessibility

This policy is available:

- On the school website
- In paper form from the school office
- In alternative formats on request.

Monitoring and Review

The SENDCO and Headteacher will monitor complaints annually to identify patterns and inform improvements. An anonymised summary will be shared with governors.

Flowchart: SEND Complaints Process

The following flowchart provides a visual representation of our SEND Complaints Process.

