

## Complaints procedure for SEN pupils

The arrangements made by the governing body relating to the treatment of complaints from parents of pupils with special educational needs concerning the provision made at the school.

The normal arrangements for the treatment of complaints at Nether Stowey School are used for complaints about provision made for special educational needs. We encourage parents to discuss their concerns with the class teacher, SENCo or Head teacher to resolve the issue before making the complaint formal to the Chair of the governing body.

This can be done by emailing the SENCo, Terry Luke, via: [Office.SCH243@nstowey.co.uk](mailto:Office.SCH243@nstowey.co.uk) or by making an appointment via the school office on 01278 732 508

If the issue is not resolved, please email the Head teacher: [Office.SCH243@nstowey.co.uk](mailto:Office.SCH243@nstowey.co.uk)

The Chair of the governing body can be contacted via the school office.

If the complaint is not resolved after it has been considered by the governing body, then a disagreement resolution service or mediation service can be contracted. If it remains unresolved after this, the complainant can appeal to the First-tier Tribunal (Special Educational Needs and Disability), if the case refers to disability discrimination, or to the Secretary of State for all other cases.

There are some circumstances, usually for children who have an Educational, Health and Care Plan, where there is a statutory right for parents to appeal against a decision of the Local Authority. Complaints that fall within this category cannot be investigated by the school.