



Glen Hills Primary School

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 Glen Hills 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, Rachel Cole, via the school office email address: office@glen-hills.leics.sch.uk or by making an appointment via the school office on 0116 278 2535. If the issue is not resolved, please email the Head teacher, Rebecca Wesley, via the school office email address. 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 it can be further escalated (see Symphony Learning Trust Complaints Policy for more details on this).

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.