

## St. Wilfrid's CE Primary School SEND Complaints Procedure

The complaint is initially dealt with by the class teacher – it is important our parents feel they have been listened to and that all points raised have been addressed. If the matter remains unresolved the complaint would be passed to the Inclusion Manager, the relevant Key Stage Leader or Deputy Head.



If there is still no resolution, the Head teacher should become actively involved.



If the matter is still not resolved, the complainant should put their complaint in writing to the Chair of Governors (their contact details are on the school website). The Governing Body will deal with the matter through their agreed complaint resolution procedures.



In the unlikely event that the matter is still not resolved, the parent can then take the complaint to the Local Authority and the school will make further information available about this process on request.