



## **SEND Complaints Procedures**

Our policy is to make sure that every opportunity is made available for parents and carers to remedy any concerns they may have as soon as possible. Parents and staff to work together to support children's learning.

However, there may be times when parents remain unhappy with the nature of the provision available to their child.

In this case we ask parents to follow this procedure:

- Discuss any concerns with the class teacher.

If the parent remains unhappy:

- Concerns should be raised with the Deputy Head / SENDCO  
Adele Tong Tel: 0191 5002999  
Adele.tong@valleyroad.org.uk

If the complaint remains:

- A meeting with the Deputy Head / SENDCO may be arranged.

If the complaint remains:

- A letter of concern may be sent to the Chair of Local Academy Council (Darren Andrews) and Head of School (Mrs Gill Jack) via the school reception.

We expect all members of school staff to handle complaints sensitively and listen and respond to parents appropriately.