

1) What to do if you have a complaint to make about how we have dealt with a child with SEND.

We will endeavour to do everything we can to meet the needs of every child in our school. If you feel we can improve or you have a specific complaint to make, then you can:

- 1) Bring your complaint directly to Mrs Hobbs or one of the SENDCo team. We promise to get back to you ASAP if we can't see you immediately.
- 2) Put your complaint in writing and ask the office to pass it onto Mr Andrew Byrne-Smith, the school governor with responsibility for SEND in our school.
- 3) You also have the option of contacting SENAR or seeking advice from a body called SENDIAS. Both are found on www.mycareinbirmingham.org.uk