

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 KS 1 SENDCO Carling Baggott or the KS 2 SENDCO Marie Booth
Tel: 0191 4151010 / email carling.baggott@biddickprimary.org.uk or marie.booth@biddickprimary.org.uk If the complaint remains:
- A meeting with the Deputy Head / Headteacher may be arranged. Tel: 0191 4151510 / email gail.johnston@biddickprimary.org.uk or wendy.fowler@biddickprimary.org.uk If the complaint remains:
- A letter of concern may be sent to the Chair of the Governing Body (Mrs V. Low) and Headteacher (Mrs W. Fowler) via the school reception.

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