



St Mary's R.C. Primary School - Parents Complaints Procedure (SEN Pathway)

Is the complaint/concern regarding SEN provision

Yes

No

Make an appointment with the class teacher and SEN Leader

Follow the school's complaints procedures

ACTION- Set a timeframe to resolve the matter. Review meeting held within three months.

If not resolved escalated to St Mary's Chair of Governor

If dissatisfied with outcome:
Formalise the complaint in writing to the Headteacher

Escalation to DESC complaints

Meeting to take place with parents and headteacher within 7 working days of receiving the complaint

ACTION- Set a timeframe to resolve the matter. Review meeting held within 3 months.

If parents still feel dissatisfied with the outcome - complaint will be escalated to St Mary's Chair of Governors in writing.

Meeting to take place with Chair of Governors and Headteacher within 14 working days of receiving the complaint

ACTION- Set a timeframe to resolve the matter. Review meeting held within 3 months.

Once the incident has been successfully resolved the headteacher will keep the complaint on record for 12 months.