



SEND Complaints Procedure

At St Matthew's Primary School we aim to work in partnership with parents and carers to support children with Special Educational Needs. If, for whatever reason, you are dissatisfied with the provision or support provided we ask that you discuss this directly with school staff in an attempt to resolve the issue.

In the first instance, this can be with

- **Your child's Class Teacher**
- **SENCo (Mrs Victoria Hall)**
- **Assistant Head for Inclusion (Mrs Natalie Crawford)**

If you feel that your concerns have not been resolved through discussions with staff members then the general complaints procedure should be followed. A copy of this is available on our school website or from the school office.

There are some circumstances, usually for a child with an Education, Health and Care Plan (EHCP), where parents have a statutory right to appeal against a Local Authority decision. Complaints that fall within this category cannot be investigated by the school.