



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 in the first instance.
- If the parent remains unhappy concerns should be raised with the Assistant Head / SENDCO Warren Dawson or SENDCO Kirsten Hunter. For specific SEMH issues parents may also wish to contact the Well-being and family worker Elizabeth Mather. All can be contacted at school on 0191 5491509 or via the office email address office@willowfieldsprimary.org.uk
- If the complaint remains, a meeting with the Headteacher and SENDCO may be arranged.
- If the complaint remains following the meeting a letter of concern may be sent to the Chair of Governors Councillor Paul Stewart via the school office.

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