



Do you have a Complaint about SEN Provision for your Child?

At Tonacliffe Primary School we strive to work in partnership with parents and carers of children who have special educational needs. We like to know when things are going well. We also want parents and carers to tell us about their worries, concerns or complaints as soon as possible. It is much easier for the school to sort out a recent problem than something that may have happened some time ago.

Should a parent or carer have a concern about the special provision made for their child, they should in the first instance discuss this with the class teacher. If the concern continues then the SENCO and class teacher will meet with the parent to try and address the concern. If the concern cannot be satisfactorily dealt with at this stage it should be brought to the notice of the Headteacher. If the Headteacher is unable to resolve the difficulty, the parents' concerns should be put in writing to the SEN Governor. The Chair of Governors will be involved after other avenues to resolve the situation have been exhausted.

The school will inform parents about Lancashire's SEND Information and Support Service and how to make representations to the local authority.

Concerns about Special Educational Needs and Disabilities, should be raised with Lancashire County Council Tel: 0300 123 6706 Email: enquiries@lancashire.gov.uk

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