Braddan Primary School - Parents Complaints Procedure (SEN Pathway)

Is the complaint/concern regarding SEN provision

Yes

Make an appointment with the class teacher and SEN Leader

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

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

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 Braddan 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.

No

Follow the school's complaints procedures

If not resolved escalated to Braddan's Chair of Governor

Escalation to DESC complaints

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