

COMPLAINTS

**How can parents and carers of children with SEN raise concerns about the support the school provides for them?**

We recognise the importance of home and school working together to support your child at Horwich Parish. The following procedures provide a clear stepped approach if you have concerns in regards to the support your child is receiving and as to whether these concerns are being addressed:

Step 1: Contact the class teacher to discuss your concerns.

Step 2: Arrange to meet the school SENCO – Mrs A Washington

Step 3: Meet with a member of the Senior Leadership Team to share your continued concerns

Step 4: Meet with the Head teacher due to increasing concerns that no action has been taken.

Step 5: Contact the Chairperson of the Governing body (contact details can be obtained from the school office)