



Procedure for Handling Complaints From Parents with Children with SEN

At St John's Cathedral Catholic Primary School and Nursery we know that we are Loving to learn; Learning to love.

From time to time parents may have a concern about their child's education and the school's provision for their special educational need. The majority of these can be resolved at school level, particularly as they sometimes arise from misunderstandings about the aims of the school or the methods used to achieve them.

If you do have any concerns about the SEN provision at St John's, you should in the first instance speak to your child's class teacher. If you do not feel that you have received a satisfactory response then we ask that you approach the school SENCo and then the Head Teacher.

If you feel that your issues are still not resolved at this point, we ask that you follow the complaints policy which is available on our school website.