



## **Hazeldene School SEND Policy Complaints Procedure**

Hazeldene school takes its statutory responsibility to meet the needs of all children, including those with SEND very seriously.

We always aim to work very closely with families and place them at the centre of decision making. We ask for their viewpoint and listen to any feedback, thoughts, suggestions or concerns they may have and where appropriate, address these promptly in the best interests of the child.

If a parent wishes to complain about the provision for their child or the SEND policy, they should, in the first instance, raise their concern with the class teacher or SENDCo, who will try to resolve the situation. If the issue cannot be resolved, the parent can submit a formal complaint to the Head teacher. Any issues that remain unresolved at this stage will be managed according to the school's Complaints Policy. This is available, on request, from the school office.

Contact details of the school and SENDCo can be found in the SEND section of our website.