

**LEYLAND ST. JAMES' CE (AIDED) PRIMARY SCHOOL**

**Dealing with Complaints around SEND.**



*Leyland St. James' Primary School – a Christian family where all are valued, children achieve and the future begins.*

## **Dealing with Complaints around SEN.**

Please look on the school web site 'Complaints policy' for further details.

Parent/carer complaints are dealt with at the school in the following ways:

- Discussed informally with the Class Teacher
- Referred to the SENCO/Senior Leadership Team
- Referred to the Headteacher.
- In writing to the Chair of Governors, following which a written reply will be given
- The parents may contact the LEA who will then contact the school
- The parents may go to SEN/Disability Tribunal. Support for this is available from Independent Parent Special Education Advice <http://www.ipsea.org.uk/>

At any stage in the complaint process parents may request the advice of Lancashire's SEND Information Advice and Support Service (SENDIASS):

Tel: 0300 123 6706

Monday to Friday 8am to 5pm

Email: [information.lineteam@lancashire.gov.uk](mailto:information.lineteam@lancashire.gov.uk)