



Complaints procedure for pupils with SEND

Shaftesbury Primary School is an inclusive school that aims to support and welcome all pupils and staff. This school aims to provide all pupils with SEND the same equal opportunities as other pupils at school.

If you feel that you have a complaint for your child with SEND please follow the procedures as for all pupils.

1. In the first instance speak to the class teacher, informing him/her what the problem is.
2. If you feel this has not been addressed to your satisfaction please ask to speak to Mrs Osborne (SENDCo/Inclusion manager).
3. If you are still unhappy please make an appointment with the Deputy Head or Assistant Head for your child's phase.
4. You are entitled to raise any complaint with the Head teacher or SEND governors in writing who will then contact you to discuss the situation.

Mrs G Osborne

02084720761

genty.osborne@shaftesbury.newham.sch.uk