

Special Education Needs Complaints Policy

Complaints

We urge parents/carers with any concerns regarding the SEN policy or the provision made for their child at Seva School to speak to us as soon as possible. In the first instance, please speak to the class teacher or the SENCO. If parents/carers feel their child's needs are still not being met they should make an appointment to see the head teacher. If concerns are still unresolved parents may wish to use the Coventry Information, Advice and Support Service for Special Educational Needs and Disability (SENDIASS) (formerly Parent Partnership) or engage with the School complaints procedures.

How the policy was put together

This policy was created in consultation with stakeholders, including the SEND Trustee, staff, representative parents and pupils with SEND. The policy reflects the statutory guidance set out in the Special Educational Needs and Disability code of practice 0-25 years (July 2014). The draft policy was on the school website throughout March 2015 during which time comments from the wider school community were welcomed.

Access to this policy

You can get a copy of our policy in a number of ways:

- The school website, follow the link: About Our School to the SEN section.
- A hard copy on request at the school office

Please let us know if you need this policy to be made available to you in a different format e.g. enlarged font or a language other than English.

Compliance

This policy complies with the statutory requirement laid out in the SEND Code of Practice 0–25 (July 2014) and has been written with reference to the following related guidance and documents:

- Equality Act 2010: advice for schools DfE Feb 2013
- School SEN Information Report (2015)
- The National Curriculum in England Key Stage 1/2 framework document Sep 2013
- Safeguarding Policy
- Accessibility Plan
- Teachers Standards 2012