



### **9. How do we deal with complaints from parents of pupils with SEND concerning provision at Christ Church?**

We always work hard to make sure that our parents are happy with what we provide for their child. However, we will address worries, concerns and complaints as soon as possible through face to face meetings where we will listen carefully to concerns. In the first instance, if parents have concerns about their child's progress we ask that they make an appointment to speak to their child's class teacher as soon as possible. If the parent feels that we have not been able to address their concerns satisfactorily they could arrange to meet with the SENDCo or senior member of staff. We also have a complaints policy and procedure that is available on the school website or from the school office.

At Christ Church School it is our vision that special needs provision is most successful when the school, pupils and parents work in partnership. However, if there are queries or concerns raised, the Inclusion Leader should be informed as soon as possible, as an informal discussion can often alleviate the concern and the appropriate intervention can be put into place or the situation rectified. We encourage parents to raise concerns by emailing [admin@cchurchnw3.camden.sch.uk](mailto:admin@cchurchnw3.camden.sch.uk) and addressing their concerns to the relevant person. Alternatively, you could set up an appointment by speaking directly to someone in person or on the telephone (020 7435 1361).