



9. How do we deal with concerns or complaints?

We always work hard to ensure that parents feel listened to and supported when concerns arise and encourage families to raise worries or questions as early as possible.

In the first instance, if parents have concerns about their child's progress or provision, we encourage them to speak with their child's class teacher. If concerns remain, parents may wish to discuss these with the SENDCo or another senior member of staff.

At Christ Church School, it is our belief that SEND provision is most successful when schools, children and families work together in partnership. In many cases, early discussions can help to resolve concerns and ensure that appropriate support is put in place.

We encourage parents to contact the school by email, telephone or in person should concerns arise.

The school's Complaints Policy and procedures are available on the school website or from the school office.