Arrangements for the Treatment of Complaints

The Headteacher, school staff and Governors at St. Thomas More Catholic Primary are committed to maintaining positive partnerships with parents. Sometimes things may happen which make children or parents unhappy. It is important that parents and carers feel able to raise their concerns as easily and freely as possible.

Initially parents should raise their concerns with the class teacher. Should the matter not be resolved, please contact the SENDCO. If there is still no resolution, please contact the Headteacher.

If you still have concerns or a complaint about your child’s SEND provision, the school will be able to give you details of the Local Authority’s dispute resolution arrangements, the Parent Partnership service and the SEND Tribunal for disputes about a Statement of Special Educational Need or EHCP.