



SEND (Special Educational Needs and Disabilities) Complaints Policy

Policy Devised: 13th June 2012
Adopted: 14th July 2016
Review: July 2017

Rationale

The complaints procedure is very similar to the General Complaints Procedure. Ref General Complaints Procedure.

The general principles noted in the General Complaints Procedure apply to SEND complaints in relation to support, confidentiality, redress, training and record keeping.

Procedures for SEND Complaints

Procedures for SEND are similar to the General Complaints Procedure. The flow diagram in Appendix 1 shows the differences with SEND complaints.

Contact details are:-

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