Westvale Park
Primary Academy

# Special Educational Needs (SEN) Policy

**REVIEW: Annually** **LAST REVIEW DATE: September 2026**

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## Statement of Intent and school ethos

This policy is in line with our Teaching and Learning policy and Equality of Opportunity policy. This policy follows statutory guidance from: The SEND Code of Practice: 0 to 25 years, July 2015 and Part 3 of the Children and Families Act 2014 and associated regulations to support inclusion for all our children.

The responsibility for the management of this policy falls to the special educational needs coordinator (SENCo): Anica De Sa Pereira adesapereira@westvaleppa.org.uk

The Trust, Headteacher and SENCo will work together closely to ensure that this policy is working effectively.

Our Ordinarily Available Provision is high quality teaching is that which is adapted/scaffolded to meet the needs of all learners. Some learners will need something ***additional to*** and ***different from*** what is provided for most learners; this is special educational provision, and we will use our best endeavours to ensure that provision is made for those who need it.

Westvale Park Primary Academy School will do its best to ensure that the necessary provision is made for any pupil who has special educational needs or disabilities. We will ensure that all staff in the school are able to identify and provide for those learners who have special educational needs or disabilities to allow learners with SEND to join in the activities of the school.

The staff and Local Academy Board members of the school will also work to ensure that all SEND learners reach their full potential, are fully included within the school community and are able to make successful transfers between educational establishments. This policy aims to support all members of staff in providing positive whole school approaches towards the learning, progress, and achievement of SEND learners. With this as an underlying principle, we believe that;

***All teachers are teachers of Special Educational Needs.***
***Every teacher is responsible and accountable for the progress and development of all learners in their class even where learners access support from teaching assistants or specialist staff.***

Teaching and supporting learners with SEND is therefore a whole school responsibility requiring a whole school response. Meeting the needs of learners with SEND requires partnership working between all those involved – Local Authority (LA), school, parents/carers, learners, children's services, and all other agencies.

## School Admissions

No pupil will be refused admission to school based on their special educational need. In line with the Equality Act 2010, we will not discriminate against disabled children in respect of admissions for a reason related to their disability. We will use our best endeavours to provide effective educational provision.

## Aims and Objectives

### Aims

To provide the structure for a pupil-centered process that engages pupil, family, school, and other professionals in planning for and implementing high quality, needs led provision that is consistent across the school. This is to ensure all our learners are able to access the same opportunities for learning and social development, achieving maximum progress, fulfilling their potential and promoting their well-being.

### Objectives

This SEN Policy reflects the principles of the 0-25 SEND Code of Practice (2015). The aims of this special educational needs policy are to:

- Develop a culture of inclusion that promotes equitable access to learning through ordinarily available provision, with teachers using a range of adaptations, scaffolding strategies, and reasonable adjustments to support the diverse needs of all learners,
- To enable learners with special educational needs to have their needs met,
- To consider the views of the learners with special educational needs,
- To encourage good communication and genuine partnerships with parents/carers of children with special educational needs,
- To facilitate full access to a broad, balanced, and relevant education, including an appropriate curriculum for the foundation stage and the National Curriculum, for learners with special educational needs,
- Ensure the Equality Act 2010 duties for learners with disabilities are met,
- To make arrangements to support learners with medical conditions and to have regard to statutory guidance supporting learners at school with medical conditions,
- To implement a graduated approach to meeting the needs of learners using the Assess, Plan, Do, Review process,
- Employ a collaborative approach with learners with a SEN or disability, their families, staff within school, other external agencies including those from Health and Social Care,
- Set appropriate individual learning outcomes based on prior achievement, high aspirations and the views of the learner and family,
- Share expertise and good practice across the school and local learning community,
- Make efficient and effective use of school resources,
- Have regard to the Code of Practice (2015) for the identification, assessment, support and review of special educational needs,
- Have regard to guidance detailed by Surrey County Council

## 1. Identifying and supporting Special Educational Needs & Disabilities

### *Definition of SEND*

Learners have special educational needs if they have a learning difficulty or disability which calls for special education provision to be made for him/her. This provision will be ***additional to or different from*** that normally available in an adapted curriculum. ANY School regards learners as having a Special Educational Need if they:

a) Have a significantly greater difficulty in learning than the majority of learners of the same age, or;

b) Have a disability which prevents or hinders him/her from making use of facilities of a kind generally provided for others of the same age in mainstream schools or mainstream post-16 institutions.

c) A child under compulsory age has special educational needs if they fall within the definition at (a) or (b) above or would do so if special educational provision was not made for them (Section 20 Children and Families Act 2015)

Learners must not be regarded as having a learning difficulty solely because the language or form of language of their home is different from the language in which they will be taught.

Learners must not be regarded as having a learning difficulty solely because they have a gap in learning.

We will have total regard for the SEND Code of Practice 2015 when carrying out our duties towards all learners with SEND and ensure that parents/carers are informed by the school that SEND provision is being made for their child.

There may be times in a pupil's school career when they are identified as having a Special Educational Need.
These learners will be provided with intervention and/or support that is 'additional to or different from' the normal adapted curriculum. This may be on an ongoing basis or for a limited time. Many learners with sensory and/or physical disabilities may require adaptations, made as reasonable adjustments under the Equality Act 2010.

### Areas of Special Educational Need

Under the SEND Code of Practice 2015 learners identified as having a special educational need (SEN) will be considered within one or more of the following categories of need:

## Cognition and Learning;

Children with learning needs may learn at a slower pace than other children and may have difficulty developing literacy or numeracy skills or understanding new concepts. Learning needs may be in addition to or as a result of other special educational needs.

Children with a specific learning difficulty (SpLD) will have difficulties related to one or more of dyslexia (reading and spelling), dyscalculia (maths), dyspraxia (co-ordination) and dysgraphia (writing).

Learning difficulties cover a wide range of needs, including moderate learning difficulties (MLD), severe learning difficulties (SLD), where children are likely to need support in all areas of the curriculum and associated difficulties with mobility and communication, through to profound and multiple learning difficulties (PMLD), where children are likely to have severe and complex learning difficulties as well as a physical disability or sensory impairment.

Cognition and Learning needs include:

- Specific learning difficulties (SpLD)
- Moderate learning difficulties (MLD)
- Severe learning difficulties (SLD), and
- Profound and multiple learning difficulties (PMLD)

## Social, Emotional and Mental Health Difficulties

Children may experience a wide range of social and emotional difficulties which manifest themselves in many ways. These may include becoming withdrawn or isolated, as well as displaying challenging, disruptive, or disturbing behaviour. These behaviours may reflect underlying mental health difficulties such as anxiety or depression, self-harming, substance misuse, eating disorders or physical symptoms that are medically unexplained.

Other children may have disorders such as attention deficit disorder, attention deficit hyperactive disorder or attachment disorder.

Social, Emotional and Mental Health Difficulties include:

- ADD
- ADHD
- Attachment Disorder
- Sensory Processing Disorder
- PDA

## Communication and Interaction needs

Children with speech, language, and communication needs (SLCN) have difficulty in communicating with others. This may be because they have difficulty saying what they want to, understanding what is being said to them or because they do not understand or use social rules of communication.

The profile for every child with SLCN is different and their needs may change over time. They may have difficulty with one, some or all the different aspects of speech, language or social communication at different times of their lives. Children with autism are likely to have difficulties with social interaction. They may also experience difficulties with language, communication, and imagination, which can impact on how they relate to others.

Communication and Interaction needs include:

- Speech, language and communication needs (SLCN)
- Autism

Some children require special educational provision because they have a disability, and this prevents or hinders them from making use of the educational facilities generally provided. These difficulties can be age related and may fluctuate over time.

Many children with vision impairment (VI), hearing impairment (HI) or a multi-sensory impairment (MSI) will require specialist support and/or equipment to access their learning. Children with MSI have a combination of vision and hearing difficulties. Some children with a physical disability (PD) require additional ongoing support and equipment to access all the opportunities available to their peers.

**Sensory and/or physical needs include:**

- Visual impairment
- Hearing impairment
- sensory impairment
- Physical disability

## 2. A Graduated Response to SEND

### Early Concerns

The progress made by all learners is regularly monitored and reviewed. Initially, concerns registered by teachers, parents/carers or other agencies are addressed by appropriate adaptation within the classroom and a record is kept of strategies used. This can then be used in later discussions if concerns persist.

**How we identify and support learners with SEN**

The attainment and achievement of all learners are monitored by their teacher, who is responsible for ensuring that appropriate ordinarily available provision is in place, including the use of adaptations, scaffolding, and reasonable adjustments to meet individual learning needs. Where a pupil is making inadequate progress or falls behind their peers, additional support will be provided under the guidance of the class teacher. Adequate progress could:

- Be similar to that of peers;
- Match or better the learners' previous rate of progress;
- Close the attainment gap between the pupil and their peers;
- Prevent the attainment gap growing wider.

Where learners continue to make inadequate progress despite support and the use of ordinarily available provision teaching strategies, and regular attendance, the class teacher will work with the school's Special Educational Needs Coordinator (SENCo) to assess if a pupil has a significant learning difficulty and agree appropriate support.

In some cases, it may be necessary to seek assessment by or advice from an external professional such as a specialist teacher or educational psychologist. This will always involve discussion and agreement with the pupil's parents/carers.

When considering whether a pupil has a special educational need any of the following may be evident:

- Makes little or no progress even when teaching approaches are targeted particularly in a pupil's identified area of weakness;
- Shows signs of difficulty in developing literacy or mathematics skills which result in poor attainment in some curriculum areas;
- Persistent emotional or behavioural difficulties which are not ameliorated by appropriate behaviour management strategies;
- Has sensory or physical problems and continues to make little or no progress despite the provision of specialist equipment;
- Has communication and /or interaction difficulties and continues to make little or no progress despite the provision of an appropriate differentiated curriculum.
- Has emotional or behavioural difficulties which substantially and regularly interfere with the pupil's own learning or that of the class groups, despite having an individualised behaviour support programme;
- Has SEND or physical needs that require additional specialist equipment or regular advice or visits by a specialist service;
- Has a communication and/or an interaction difficulty that impedes the development of social relationships and cause a substantial barrier to learn.

### Assess, Plan, Do and Review

Where a pupil is identified as having SEND, we will take action to support effective learning by removing barriers to learning and put effective special educational provision in place. This **SEN support** will take the form of a four-part cycle through which earlier decisions and actions are revisited, refined and revised with a growing understanding of the pupil's needs and of what supports the pupil in making good progress and securing good outcomes. This is known as **the graduated approach – assess, plan, do, review.**

For learners with low level special educational needs the cycle of **Assess, Plan, Do** and **Review** will fit into the regular termly assessment and planning cycle for all learners. These are known as Progress Meetings/Parents' evening. For those learners with more complex

needs or for whom a more frequent cycle needs to be employed additional meeting dates will be set and will include the half termly Progress Meetings.

## Graduated Response

In identifying a pupil as needing **SEN support** the class teacher, working with the SENCo, should carry out a clear analysis of the pupil's needs. This should draw on the teacher's assessment and experience of the pupil, their previous progress and attainment, as well as information gathered from other areas of the school.

- The pupil's development in comparison to their peers and national data should also be considered along with the parent's views and experience, the pupil's views and, if relevant, advice from external support services. These will be recorded. The school and parents/carers will meet, where appropriate, with other agencies including those from Health and Social Care.
- This assessment will be reviewed regularly to ensure support and intervention are matched to need, barriers to learning are identified and overcome so that a clear picture of the interventions put in place and their impact is developed. With some areas of SEN, the most reliable method of developing a more accurate picture of need will be the way in which the pupil responds to an intervention.
- Parents/carers, with their child, will meet with the SENCo and the teacher/professions that may have been involved to decide on the interventions and support to be put in place as well as the expected impact on progress and development. A review date should also be set so that the effectiveness of the intervention can be determined.
- The Plan will clearly identify the areas of needs, the desired outcomes, the support, and resources provided, including any teaching strategies or approaches that are required and when the plan will be reviewed. This plan and provision should be recorded on an individual support plan (ISP).
- The support and intervention provided will be selected to meet the outcomes identified for the pupil, based on reliable evidence of effectiveness, and will be provided by staff with appropriate skills and knowledge.
- The Plan will usually involve a contribution by parents/carers to reinforce learning at home.
- Where appropriate, the Plan will detail the support from other agencies and how this will contribute to the desired outcomes. So, if it is agreed that a pupil requires SEN support, all parties meet and develop the plan detailing the support which will bring about the next part of the cycle.

The class teacher remains responsible for working with the pupil daily and will work closely with any teaching assistants or specialist staff involved, to plan and assess the impact of support and interventions and how they can be linked to classroom teaching.

The SENCo will support the class teacher in the further assessment of the pupil's needs, in problem solving and advising on the effective implementation of support.

**The class teacher is responsible for the daily implementation of the plan and will contribute to the review:**

- There will be a review of the Plan on the date previously agreed. This review will evaluate the impact and quality of the support and interventions and include the views of the pupil and their parents/carers.
- Parents/carers will be given information about the impact of the support and interventions provided enabling them to be involved with planning the next steps. Where appropriate, other agencies will be asked to contribute to this review.
- Where a pupil has complex needs involving more than one agency it will depend on the learners' needs and the frequency of the educational reviews as to whether external agencies attend each educational review, this will be agreed at the initial meeting.
- This review will feedback into the analysis of the pupil's needs, then the class teacher, working with the SENCo, will revise the support considering the pupil's progress and development, with decisions on any changes made in consultation with the parent and the pupil.
- Where there is a sustained period of insufficient or no progress, the school may decide to gain involvement and advice from a specialist or external agency. The school will consult with parents/carers before involving a specialist or external agency.

**Exit Criteria**

When a pupil has made sufficient progress in their area of need that they no longer require any provision that is ***different from*** or ***additional to*** that which is normally available as part of ordinarily available provision and adaptive teaching they will no longer be seen as requiring SEN Support. At this point, through discussion and agreement with parents/carers the pupil will be removed from the school's SEN register.

## 3. Statutory Assessment of Needs (EHCP)

Where, despite the school having taken relevant and purposeful action to identify, assess and meet the Special Educational Needs and/or Disabilities of the pupil, the child has not made expected progress, the school or parents/carers should consider requesting an Education, Health and Care (EHC) needs assessment. The evidence gathered through the regular review of interventions will help the Local Authority (LA) in determining when this statutory assessment of needs is required.

Where a pupil has an Education Health and Care Plan (EHCP), the Local Authority must review the plan every twelve months as a minimum. We as a school have a duty to co-operate so that we hold the annual review meetings as and when due and complete the appropriate paperwork for this process.

## 4. Monitoring and Evaluation of SEND

Regular monitoring of the quality of provision for all learners including those with SEND follows the school's assessment and monitoring calendar. In addition, the cycle of Assess,

Plan, Do and Review ensures that learners with SEND have their individual provision reviewed regularly, and at least termly. Additional training, advice and support will be provided to teaching staff where necessary to facilitate pupils' progress and to meet pupil needs.

Pupil progress is tracked half-termly and where learners are not making sufficient progress additional information is sought and appropriate action taken.

## 5. Supporting Pupils and Families

We value and accept the positive role and contribution parents/carers can make. We make every effort to work in full co-operation with parents/carers, recognising and respecting their roles and responsibilities. Parents/carers are encouraged to work with the school and other professionals to ensure that their child's needs are identified properly and met as early as possible.

In order that they play an active part in their child's development, the school endeavours to provide parents/carers with the relevant information so they can reinforce learning in the home.

At Westvale Park Primary Academy School, we endeavour to support parents/carers so that they are able to:

- Feel fully supported and taken seriously should they raise a concern about their child
- Recognise and fulfil their responsibilities and play an active and valued role in their child's education
- Understand procedures and documentation
- Make their views known about how their child is educated
- Have access to information, advice and support during assessment and any related decision-making process about special educational provision.

Parents/carers of a child with SEND support will have the opportunity to meet with the SENCo whenever they feel there is a need to by booking an appointment. However, the SENCo is happy to meet with parents/carers, without prior arrangement, whenever this is possible.

Parents/carers are encouraged to seek help and advice from Independent Information Advice and Support services.

Parents/carers are also encouraged to visit the Surrey County Council Local Offer website:

*https://www.surreylocaloffer.org.uk/kb5/surrey/localoffer/home.page*

This website provides valuable information about different agencies, services and resources for children, young people with SEND and their families in addition to school resources and information.

**Pupil Voice**

We hold the views of learners highly and recognise the importance of gaining genuine pupil views in promoting the best pupil outcomes. Learners can share their views in several different ways (appropriate to age and ability).

These views are welcome at any time but are specifically sought as part of their annual review, as part of their Pupil Progress Meetings and at the end of a targeted intervention. We ask all learners to contribute to the setting of their own outcomes.

**Partnership with External Agencies**

The school is supported by a wide range of different agencies and teams. The school's SEN Information report details which agencies the school will work with, and this report can be found on the school website and is updated annually.

**Transition**

A change of school, class and staff can be an exciting, yet anxious time for all learners. We recognise that this can be very challenging for some learners with SEND. We endeavor to make sure these periods of change are carefully managed in a sensitive way to provide continuity of high-quality provision and reassurance to learners and families. Our processes for transition are explained further in the SEND information report.

## 6. Training and Resources

**Allocation of resources**

- Resources are allocated to support children with identified needs as identified previously.
- Each year we map our provision to show how we allocate human resources to each year group; this is reviewed regularly and can change during the academic year, responding to the changing needs within our classes.
- This support may take the form of scaffolded work in class, support from a Teaching assistant (TA) in focused intervention in groups, or for individuals.
- Specialist equipment, books or other resources that may help the pupil are purchased as required

**Continuing Professional Development (CPD) for Special Educational Needs**

- All staff at the school engage in regular training sessions when Ordinarily Available Provision is addressed.
- The SENCo and SLT members provide regular CPD to other staff in school in specific aspects of meeting the needs of learners with SEND – a program covering a variety of SEND is offered.

- All staff have regular CPD meetings. The progress of all learners, including those with SEND is a core aspect of the appraisal process and appraisal targets will look at how to develop staff skills in meeting individual pupil needs as necessary.

- Teaching assistants are engaged in an ongoing training whereby the role of the teaching assistant is developed.
- External trainers are brought in periodically to address more specialist training needs such as dealing with specific medical conditions (e.g., epilepsy, hearing impaired) or to train staff in the use of specific interventions.
- Peer support and guidance is available daily for all staff in the school and some of the best training development occurs through professional dialogue with colleagues looking at meeting the specific needs of a pupil.

## 7. Funding

Funding for SEND in schools is mainly delegated to the schools' budget. It is the expectation that schools provide support to their learners with SEND from their SEND budget. Where a pupil requires an exceptionally high level of support that incurs a greater expense, the school can make a request for Additional Resource.

The school will need to be able to demonstrate how it has spent the funding to date and the impact of this as well as demonstrating why additional funding is required and how it would be used. This additional 'top-up' funding is then paid from the local authority's high needs block into the school's budget.

**Personal Budgets**

Personal Budgets are only available to learners with an Education, Health and social Care Plan (EHCP) or learners who are currently undergoing a needs assessment for an EHCP. Funding can be made available to parents/carers as a personal budget for them to commission their own provision for their child under certain conditions.

Parents/carers who would like to enquire further about using the personal budget should speak in the first instance to the SENCo.

## 8. Roles and Responsibilities

Provision for learners with special educational needs is a matter for the school. In addition to the Local Academy Board, headteacher and SENCo, all members of staff have important responsibilities.

**Local Academy Board:**

Local Academy Board endeavous to follow the guidelines as laid down in the SEND Code of Practice (2015) to:

- use their best endeavours to make sure that a child with SEND gets the support they need – this means doing everything they can to meet children and young people's Special Educational Needs and disability.
- monitor and challenge around children and young people with SEND engaging in the activities of the school alongside learners who do not have SEN.
- Know who is responsible for coordinating SEND provision – the SEND coordinator, or SENCO.

- Ensures that the SEND information report show the arrangements for the admission of disabled children, the steps being taken to prevent disabled children from being treated less favourably than others, the facilities provided to enable access to the school for disabled children and their accessibility plan showing how they plan to improve access progressively over time.

**Headteacher:**

The Headteacher has responsibility for the day-to-day management of all aspects of the school's work, including provision for children with special educational needs. The Headteacher will keep the Local Academy Board fully informed on Special Educational Needs issues. The Headteacher will work closely with the SENCo and the Local Academy Board with responsibility for SEND.

**SENCo:**

In collaboration with the Headteacher and Local Academy Board, the SENCo determines the strategic development of the SEN policy and provision with the aim of raising the achievement of learners with SEND.

The SENCo takes day-to-day responsibility for the operation of the SEN policy and co-ordinates the provision for individual children, working closely with staff, parents/carers and external agencies. The SENCo provides relevant professional guidance to colleagues with the aim of securing high-quality teaching for children with special educational needs.

Through analysis and assessment of children's needs, and by monitoring the quality of teaching and standards of learners' achievements and setting targets, the SENCo develops effective ways of overcoming barriers to learning and sustaining effective teaching.

The SENCo liaises and collaborates with class teachers so that learning for all children is given equal priority.

The principal responsibilities for the SENCo include:

- Overseeing the day-to-day operation of the SEN policy
- Co-ordinating provision for SEND learners and reporting on progress
- Advising on the graduated approach to providing SEN support – Assess, Plan, Do,

Review

- Advising on the deployment of the school's delegated budget and other resources to meet learners' needs effectively
- Monitoring relevant SEND CPD for all staff
- Managing the SEND team.
- Overseeing the records of all children with special educational needs and ensuring they are up to date
- Liaising with parents/carers of children with special educational needs
- Contributing to the in-service training of staff
- Being a point of contact with external agencies, especially the local authority and its

support service

- Liaising with early years' providers, other schools, educational psychologists, health and social care professionals and independent or voluntary bodies
- Liaising with potential next providers of education to ensure a pupil and their parents/carers are informed about options and a smooth transition is planned
- Monitoring the impact of interventions provided for learners with SEND
- To lead on the development of high-quality SEND provision as an integral part of the school improvement plan
- Working with the Headteacher and the school Local Academy Board members to ensure that the school meets its responsibilities under the Equality Act (2010) regarding reasonable adjustments and access arrangements

**All Teaching and Non-Teaching Staff:**

- All staff are aware of the school's SEN policy and the procedures for identifying, assessing, and making provision for learners with special educational needs.
- Class teachers are fully involved in providing ordinarily available provision, scaffolding for individual learners. This includes reviewing and, where necessary, improving, their understanding of strategies to identify and support vulnerable learners and their knowledge of the SEN most frequently encountered.
- Class teachers are responsible for setting suitable learning challenges and facilitating effective special educational provision in response to learners' diverse needs to remove potential barriers to learning. This process should include working with the SENCo to carry out a clear analysis of the pupil's needs, drawing on the teacher's assessment and experience of the pupil as well as previous progress and attainment.
- Teaching assistants will liaise with the class teacher and SENCo on planning, on pupil response and on progress to contribute effectively to the graduated response, (assess, plan, do, review).

## 9. Meeting Medical Needs

The Children and Families Act 2014 places a duty on schools to make arrangements to support learners with medical conditions. Individual healthcare plans will normally specify the type and level of support required to meet the medical needs of such learners. For more details see our policies on Supporting Children with Medical Needs and Attendance.

Where children and young people also have SEND, their provision should be planned and coordinated. For those learners with an Education, Health and Care Plan (EHCP) this will be used as it brings together health and social care needs, as well as their special educational provision.

The school recognises that learners at school with medical conditions should be properly supported so that they have full access to education, including school trips and physical education. Some children with medical conditions may be disabled and where this is the case the school will comply with its duties under the Equality Act 2010.

**Children in Hospital**

The member of staff responsible for ensuring that learners with health needs have proper access to education will liaise with other agencies and professionals*, as well as parents/carers, to ensure good communication and effective sharing of information. This will enable optimum opportunities for educational progress and achievement. Also, a "keyworker" would be appointed to facilitate the support process for learners with medical challenge.

* E.g., *medical agencies, Hospital School, DPLS* SEND Information Report

## 10. Monitoring and Accountability

**Accessibility**

The school is compliant with the Equality Act 2010 and Accessibility legislation. Although our buildings are not designed for full wheelchair accessibility, however some areas are accessible for wheelchair users.

The school will ensure that the SEND information is assessable on the school website. The information published will be updated annually and any changes to the information occurring during the year will be updated as soon as possible, also see the Accessibility and Equality policies for further details.

**Behaviour**
The school will ensure that reasonable adjustments are made for learners with SEND as outlined in the school's Supporting Well-being and Promoting Positive Behaviour policy.

**Storing and Managing Information**

Pupil SEND records will be kept in accordance with the DfE guidance, also see our policy on Data Protection (GDPR Biometric data).

*https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/692116/Protection_of_Biometric_Information.pdf*

**Responding to Complaints**

In the first instance, parent complaints about the provision or organisation of SEND are dealt with through the procedures outlined in the School's Complaints Policy. If there continues to be disagreement regarding SEND provision the Local Authority should make arrangements that include the appointment of independent persons with a view to avoiding or resolving disagreements between the parents/carers and the school. This includes access to mediation before tribunal. Parents/carers have a right to appeal.