Nansen Primary School

Complaints and Concerns Flowchart

Policy reviewed at Governors meeting.

About this Policy

At Nansen Primary School we believe that everyone has the right to be happy, safe and respected in a friendly, stimulating environment. We promote high standards of teaching and learning with clear expectations of courtesy and behaviour. We value individuality and encourage all to achieve their full potential. Through working together and open communication we strive to prepare children / young people to succeed in society.

This policy outlines the complaint process, report, investigation, recommendations and outcomes taken when a complaint is received.

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Date of Review: September 2026

Date of Next Review: September 2027

Created by: Rachel Mahon Date

Presented to Governors:

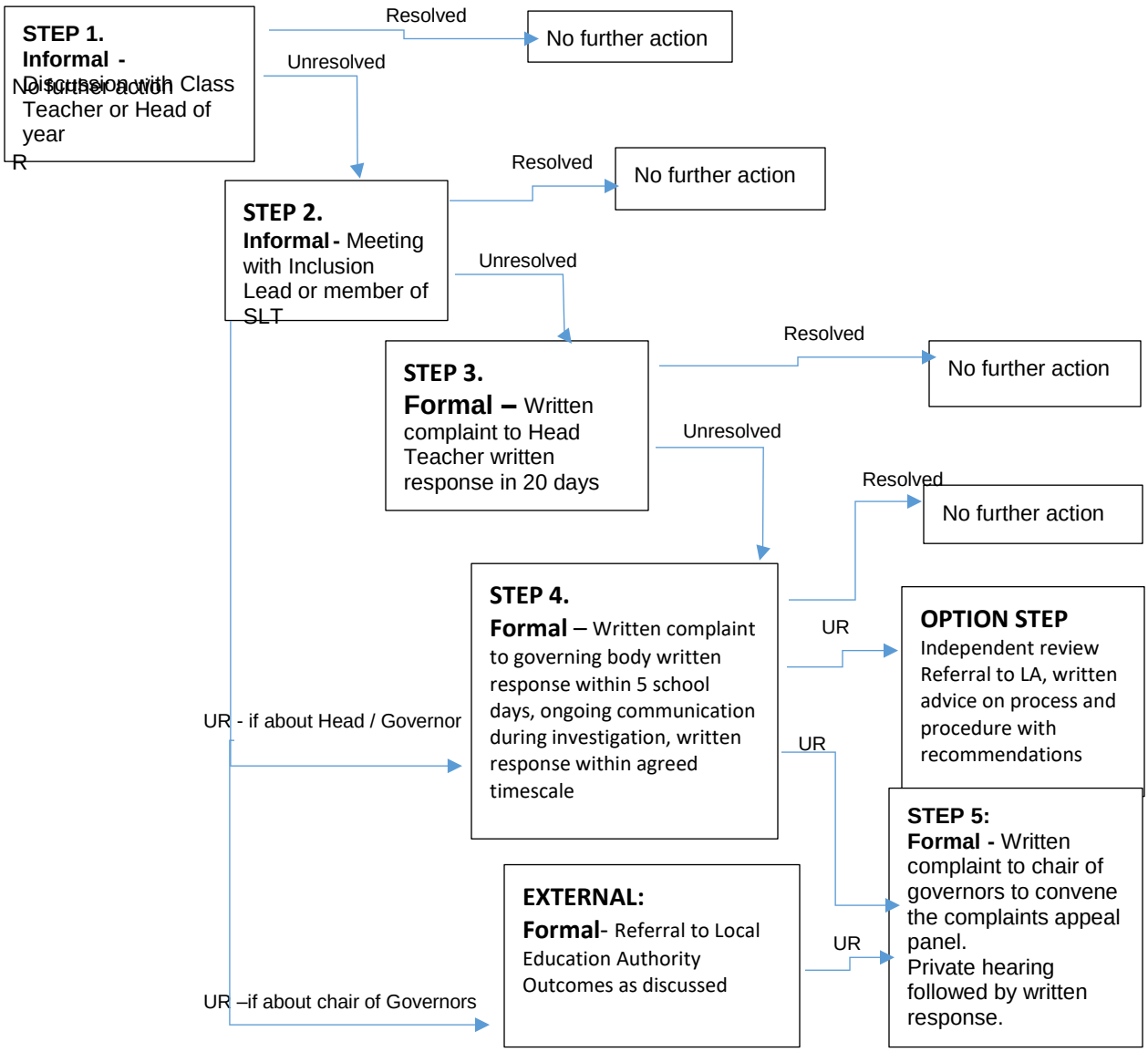
Date of Governor Ratification:

Head Teacher Signature:

Nansen Primary School wish to support parents with all questions relating to school.

Please follow the flowchart to see the process we follow to support any SEND complaints.

Flowchart



R= Resolved **UR**= Unresolved

1. What process should I follow to make a complaint about my child's school?

Below are the main steps involved in making a complaint about your child's school.

- Raise your concern or complaint informally with the people involved. For example, if you're worried about your child's progress, talk to their class teacher.
  • If the person you've spoken to can't help, or you aren't satisfied with their response, you could make a formal complaint.
- Before making a formal complaint read the schools policies and guidance that could help you:
- If you aren't happy with the school's response to your complaint, the next step is to raise it with the school governing body. The complaints policy or any letter you receive in response to your complaint should explain how to do this, and when you can expect a response.
- Your complaint will be heard by the governing body.
- If you've taken the school's complaints policy as far as possible, you can take the issue further by contacting the Local Education Authority.

2. How do I complain about my child's Special Educational Needs (SEND) support at Nansen Primary School?

This is a different process to complaining about statements and Education, Health and Care (EHC) plans. For complaints about statements and EHC plans, see below.

- Our school operates an open door policy. Your first point of contact is your child's class teacher, who is always available at the end of every school day. In addition, our phase leaders are here to listen to your concerns or you may speak directly to the Inclusion Lead – Mrs Mahon
- If you are not satisfied that your concern has been addressed then you may speak to the Head Teacher at any time. If she cannot solve your issues, then you may speak to any of our school governors.
- We have a governor responsible for SEND who may be contacted through the school office.
- If your concern is with the local authority, follow a similar path. The person who will log and track your complaint is the Head Teacher.
- The local authority has a multi-agency panel who consider unresolved issues. You are entitled to appeal against any decision made about your child that you are not in agreement with. They may offer you an independent mediator if you are still not satisfied. The mediator may try to help you to agree a resolution with the local authority that you are happy with. The Birmingham Parent Partnership

Service (0121 303 5004) are able to provide this independent information and advice.

You can use the disagreement resolution service at any time. This can be as well as, or instead of, using the formal complaints process.

For more information on making a complaint about SEN support, in a school or an academy, go to: https://www.gov.uk/complain-about-school/sen-complaints

Birmingham City Council Website Link: http://www.mycareinbirmingham.org.uk/

Birmingham City Council's social care, education and family services information and advice website. Offering support for families of children and young people with Special Educational and Disability needs.

3. How do I complain about my child's statement or Education, Health and Care (EHC) plan?

If your complaint is about the content of a statement or EHC plan, or if the LA has refused to carry out a statutory assessment of your child's special educational needs (SEN), you can appeal to the Special Educational Needs and Disability Tribunal.

You don't need to make a formal complaint before you appeal to the Tribunal, but strict time limits apply. An appeal usually has to be made within two months of the date of the LA's decision which you are disputing.

Before you can appeal to the Tribunal, you must contact the mediation service the LA gave details of in their decision letter. You don't have to go ahead with the mediation, but you do need to contact the service even if it's just to say you don't want mediation.

You can find more information about mediation and how to appeal to the Tribunal in our factsheet: How to appeal to the Tribunal against a decision about your child's special educational needs.
https://www.ndcs.org.uk/applications/membership/login.rm?destination=http%3A%2F%2Fwww%2Endcs%2Eorg%2Euk%2Ffamily%5Fsupport%2Forder%5Fand%5Fview%5Four%5Fpublications%2Fhow%5Fto%5Fappeal%2Erma&authenticate=true

4. How do I complain about disability discrimination?

Nansen Primary School follows the Equality Act 2010. This means that the school can't discriminate against your child, and:

- can't treat your child unfairly for any reason related to their disability;
- must make reasonable adjustments to make sure your child can overcome any disadvantages created by their disability.

If you're concerned that your child has been discriminated against, you can take a complaint to the Special Educational Needs and Disability Tribunal. You must do this within six months of when the discrimination first started.

You can do this as well as, or instead of, making a complaint to the school.