



Who do Parents/Carers contact if they have a concern or a complaint?

If your child has special educational needs and you have a concern or even a complaint about the support the school provides for them, then the following procedures should be followed.

When an issue arises parents/carers should, in the first instance, make an appointment to speak to their child's class teacher and seek to resolve any concerns. We believe that most issues or concerns can be resolved very quickly, so we do encourage parents/carers to speak to us as soon as possible.

Parents/carers could, in turn, contact the school's Inclusion Manager/Special Educational Needs Coordinator (SENCO), Mrs Alison Hall. She can be contacted via the school office: email: office@miltonroad.cambs.sch.uk Telephone: 01223 712333

If the parent/carer believes that their concern has not been resolved to their satisfaction or it is of a more serious or sensitive nature, an appointment should be made with the Headteacher (Mrs Rae Snape). Appointments can be arranged by contacting the school office: Tel: 01223 712333 Email: office@miltonroad.cambs.sch.uk

If an issue is still not satisfactorily resolved, parents/carers should then take up the matter with the Chair of Governors making use of the school's complaint policy. A copy of the school's complaints procedure is available on request from the school, and is also available on the school's website.