



## Blackford CE Primary School



### **Complaints Procedure for SEND Issues**

If you have a concern or complaint regarding Special Needs and Disabilities then these can be directed, in the first instance, to the Head Teacher. We will look at the complaint quickly and try to address it within five working days. You can also contact the Governing Body, through the Clerk, who will also refer the complaint to the Head Teacher. The five working day timescale for starting to resolve the issue will remain.

If you are unhappy with the way that the complaint is handled then we can advise you of how to contact Cumbria's support team. Details of this are in the SEND Policy.