

If things go wrong

Whilst we make every effort to develop and maintain positive relationships with our students and their parents/carers, things do sometimes go wrong. If a student or parent/carer has concerns about a particular subject, they should refer to the subject teacher and, if the matter can't be resolved, with their Head of Department. If there is a more general concern over SEN need or provision, the SENco should be contacted. In almost all cases, following these procedures leads to a successful resolution.

If, however a student or his/her parent/carer still has concerns, these can be passed on to the School's senior management team or school governors (there is a governor with specific responsibility for SEN). Contact details can be obtained from the School reception.

Having exhausted all of the above, students and their parents/carers can follow the School's complaints policy and procedure, which is available under Information/School Policies.