



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 SEND 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 SEND). 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**.

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"In the schools teach whatever is necessary to equip students for life." Saint Julie Billiart

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