**Parent/Carer SEND concern or complaint procedure**

If parents or carers have a concern or complaint about how their child’s special educational

needs are being provided for in school, they should contact NCEA James Knott C of E Primary SENDCo to discuss their concerns.

Following this discussion, if concerns remain they should raise the issue with the Headteacher. If the matter still cannot be resolved, please follow NCEA Trust complaints policy.