

Arrangements for handling complaints from parents of children with special educational needs (SEN) about the support the school provides.

We aim to provide the very best education and support for every pupil at our school to enable them to take a full part in the life of the school and to achieve their best. Children who have special educational needs, specific access requirements or particular health issues may need to have additional help, resources or support. The school seeks to ensure there are no barriers to learning or to taking a full part in school life for any child. We especially ask parents of children with special needs to work in a close partnership with us. The school needs your help to ensure we can provide the very best education possible for your child. If a situation ever arises where we have any concerns or need to talk to you, we shall contact you quickly and discuss matters confidentially, openly and fully with you.

If you have any matter you wish to talk over, or any concerns whatsoever, please talk to your child's teacher. If you feel that the matter has not been resolved then you can arrange to speak to Mrs Ray, the headteacher who is also the school's Special Educational Needs Coordinator (SENCo). She will endeavour to find a solution. She can be contacted through the school office or by email: admin@langton.n-yorks.sch.uk

If you are still not satisfied with the outcome then please follow our school complaints procedure. A copy of this is on our school website

We sincerely hope we would always be able to resolve any concerns or disputes that may arise, but should you ever wish to make a complaint about the support your child is receiving, please be assured it will be dealt with fairly and fully.

Please note: Government guidance states that if parent raises a complaint about the school's SEN support, they must do so while their child is still registered at the school. This includes making a complaint that the school has not provided the support required by their child's SEN plan or by their education, health and care plan (EHCP).

Summary: how to make a complaint about the school's support for a child with SEND:

Follow these steps in order. Move on to the next step if your complaint is not resolved.

1. Talk to your child's teacher.
2. Talk to the school's special educational needs co-ordinator (SENCo). At Langton this person is Mrs Rachel Ray, the headteacher.
3. If still unresolved, follow the school's complaints procedure: https://www.langton.n-yorks.sch.uk/policy_pdf/Complaints-Procedure---agreed--1-.pdf
4. Contact the local authority, North Yorkshire County Council with your complaint:
<https://www.northyorks.gov.uk/send-complaints-about-school>