



Rainbow Education Multi Academy Trust

SEND Complaints Policy

School:	Townfield Primary School
Approval Date:	April 25
Review Date:	September 27

If you wish to complain about a school's SEN support, you should do it while your child is still registered at the school.

This includes complaints that the school has not provided the support required by your child's SEND statement or Education, Health and Care (EHC) Plan.

If you wish to make a complaint, you should follow these steps in order.

Move on to the next step if your complaint is not resolved.

1. Talk to the school's special educational needs co-ordinator (SENCO).
2. Follow the school's complaints procedure (this is available on the school website).
3. Follow the REMAT Trust complaints procedure (this is available on the school website).