

Our arrangements for handling complaints from Parents/Carers of pupils with SEND about their provision in school.

Nelson aims to be fair, open and honest when dealing with any complaint.

We would invite Parents/Carers to come into school to discuss their concerns and work together to find a solution.

SENDIASS (The Birmingham Special Education Needs and Disability Information Advice and Support Service) are always welcome to join us at these meetings if Parents/Carers wish.

If a satisfactory solution cannot be found parents should contact Miss C Forrest, the Head Teacher.

Please see our Complaints Policy for further information.