

# PROBLEMS AND COMPLAINTS

At Sir Marin Frobisher Academy, we encourage parents to get in touch if they have concerns about their child's learning. However, if you are unhappy with the special educational provision that your child is receiving:



- Your first approach is to speak to your child's class teacher – you can visit or telephone the school office to make an appointment.
- If the problem or concern persists, the next step is to speak to the SENDCo or Head of Inclusion by arranging an appointment via the school office.
- If necessary, the next step is to approach the Head Teacher, you can make an appointment via the school office. It is the Head's job to hold staff to account if things are not right, or to explain why the school is unable to meet a request. We encourage parents to share concerns early so that they do not become a problem.
- If your concerns are not resolved, please see our Complaints Policy for advice on how to proceed, this can be found on our school website.