

Mersey Vale Primary School SEND Complaints Procedure

- As a school we encourage parents to address any worries or concerns promptly initially with the class teacher
- If the issue is not resolved they should make an appointment with a senior member of staff such as the SENDCO, Deputy Headteacher or the Headteacher

In the vast majority of cases we find that by talking things through we are able to find solutions to most problems. However, if after discussing your concerns with these people, you remain unhappy with any aspect of the school's performance our complaints procedure can be found here: [MVPS Complaints Policy](#)