

# Compliments and Complaints

- Compliments are always gratefully received and can be passed on directly to staff and the SENCO, or in the form of a letter to the Head Teacher. These positive comments will be published on this area of our school website.
- We hope that complaints about our SEND provision will be rare, however, if there should be a concern the process outlined in the school **Complaints Policy** should be followed.
- Further information can be found in the **Complaints Policy** in the **School Policies** section of your website or by visiting the **Durham SEND Information, Advice and Support Service** website.
- If you would like to discuss your SEND requirements in detail please [contact the school](#) to arrange an appointment.