



FORTIS
Academy

ENRICHING LIVES

Aldridge Road | Great Barr | Birmingham | West Midlands | B44 8NU
Telephone - 0121 366 6611 | Email - secretariat@fortis.shaw-education.org.uk

SEND COMPLAINTS AND COMPLIMENTS POLICY

Applies to:	Fortis Academy
Staff member responsible:	Assistant Headteacher SENCO

SCHOOL ETHOS

Complaints Procedure

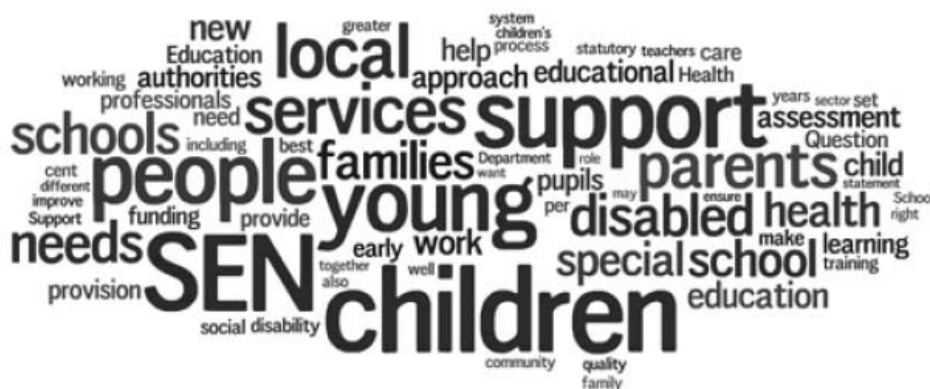
The School takes pride in the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint they can expect it to be treated by the School in accordance with this procedure.

This document is a supplement to the general Compliments and Complaints Procedure relating to all Academies of the Shaw Education Trust which is available on the school website

SEND Related Concerns

If parents/carers have concerns or a complaint relating to a special educational needs and disabilities (SEND) matter, they should contact either the member of staff concerned, the child's Director of Year, the SENCO (Mrs A Hough) , Assistant Head (Mr C Randle), in the first instance. Every attempt will be made to resolve the matter quickly and informally. If the parent/carer remains concerned and/ or the complaint has not been resolved to their satisfaction, they should raise the matter under Stage 2 of the general Compliments & Complaints Procedure which is available on the website

The member of staff receiving the complaint will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within ten working days (term time) or in the event that the member of staff and the parent fail to reach a satisfactory resolution, parents will be advised to proceed with their complaint in accordance with Stage 2 of the general Compliments & Complaints Procedure .



CONTACT US

You can contact our SEND Team using the following details:

Mrs A Hough (SENCO) by email: a.hough@fortis.shaw-education.org.uk

Mr C Randle - Assistant Head by email: c.randle@fortis.shaw-education.org.uk