Who do I talk to if I think my child has special educational needs?

The name of our Special Educational Needs Co-ordinator (SENCO) is Mrs C. Bond and the name of our Inclusion Manager is Ms S. Welch. They are available after school on Wednesdays, Thursdays and Fridays. The SENCO is a teacher who is responsible for supporting members of staff, parents and pupils in meeting the additional needs of all children. The SENCO has received specialised training in co-ordinating SEN across the school. The SENCO is available to share the progress of your child at parents evenings and reviews. If you have a worry or concern about your child’s learning, then the SENCO will be happy to talk to you. Please contact the SENCo to arrange a meeting or, if the SENCo is not available, you can leave a message with the school office and they will get back to you. Mrs Bond and Ms Welch can be contacted on 0121 566 4450. Our governor responsible for SEN is: Diane Worland who can be contacted via the school office.

How will information about my child’s progress be shared?

You will be invited to attend regular meetings to review the progress of your child. At these meetings we will develop targets together and information will be presented clearly. Your views are important to us, you know your child well so we encourage you to share important information and contribute to these meetings. If you have a concern about your child at other times you can arrange a meeting to speak to the SENCO.

We will share information with key staff when your child moves to the next phase of their education such as; nursery to reception, Reception to Key stage one, Year six to secondary school or a change of school at any other time. If it is felt that your child needs additional support then the SENCO may contact outside agencies – such as: Pupil and School Support, Educational Psychology, Communication and Autism Team, Sensory Support Service, Physical Difficulties Support Service and Speech and Language Therapy Service. We will always discuss this with you first. Any reports or assessments provided by outside professionals will be shared with you and if possible opportunities will be available to speak directly with these professionals.
What should I do if I have a concern or a complaint about the provision my child is receiving?

Please also refer to the school’s Complaint’s policy.

You can access policies relating to the above matters on the School’s website or ask for a copy from the School. The school website address is: www.lozells.bham.sch.uk

Resolving Concerns Informally:

It is in everyone’s interest that concerns are resolved at the earliest possible stage, before they become formal complaints. Many issues can be resolved informally, without the need to invoke formal procedures.

Lozells Primary School encourages anyone with a concern to address it informally by raising it with their child’s class teacher in the first instance. It is best to resolve concerns at this point. If a parent believes that the complaint or concern is serious or sensitive s/he should talk to the Head teacher or appropriate senior leader, who will investigate, and where appropriate will involve the SENCO and/or access support from outside agencies involved in your child’s care. The Head Teacher or senior leader will then report back either in writing or, more usually at this informal stage, through a discussion with you.

The Head Teacher and Chair of the Governing Board will not routinely be involved in resolving informal concerns but, in exceptional circumstances, appointments can be made with them by contacting the school. It will be for the Head Teacher and/or Chair of the Governing Body, to determine if the circumstances are exceptional and if it is therefore appropriate for them to become involved at the informal stage.

Any member of the public wishing to make a complaint regarding school related issues should direct their concern to the Head teacher.