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**Procedure for expressing concerns and making formal complaints about the support provided by The Quest Academy for your child if they have Special Educational Needs (SEN)**

We believe that The Quest Academy continuously aspires to deliver outstanding education for all our children regardless of any SEN or disability. We work very hard to build positive relationships with all involved in our school community. However, the Academy is obliged to have procedures in place in case there are complaints about the support provided for a child who has Special Educational Needs.

If you have a concern about the support your child is receiving in school, we strongly encourage you to make an appointment with your child's form tutor to discuss this concern. If you feel your concern has not been resolved, please do make an appointment with Ms Johnson [jjohnson@thequestacademy.org.uk](mailto:jjohnson@thequestacademy.org.uk) (SENDSCO) who will endeavour to support you.

If, after liaison with the school, you still feel dissatisfied with the support your child is receiving you may choose to make a formal complaint.

If you would like to make a complaint, we would refer you to our school Complaints Policy which outlines the complaints process.