

**If a parent of a child with SEND has a complaint about the school, how does the governing body deal with the complaint?**

If you are a parent of a child at Gilbertstone who has SEND, and there is something which you think is not quite right, please contact the SENDCO in the first instance (email [inclusion@gilbertstone.bham.sch.uk](mailto:inclusion@gilbertstone.bham.sch.uk)). The Governing Body will follow the school complaints procedure which can be found on the school website on the policies page, or you can request a paper copy from the school office.