



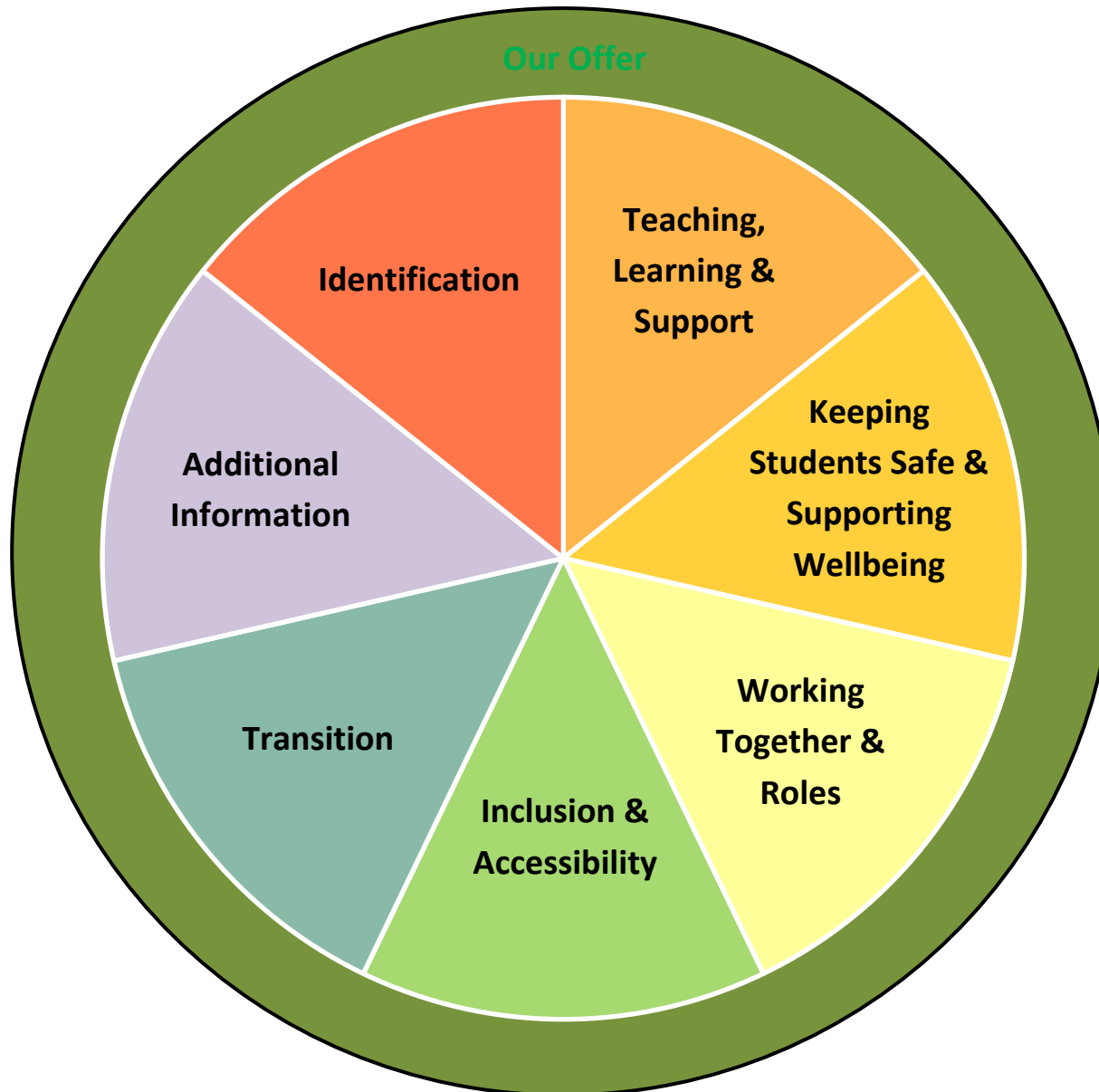
## **SEND Information Report 2023**

**Author: Helen Pointon**

**Last reviewed: June 2023**

**Next Review: June 2024**

Please click the relevant words on the wheel to be taken to the corresponding section.



Please see the following page for information on this setting's age range and setting type

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<b>Name of Setting</b>	Laurus Cheadle Hulme	
<b>Type of Setting</b> <i>(tick all that apply)</i>	<input checked="" type="checkbox"/> Mainstream <input type="checkbox"/> Resourced Provision <input type="checkbox"/> Special <input type="checkbox"/> Early Years <input type="checkbox"/> Primary <input checked="" type="checkbox"/> Secondary <input type="checkbox"/> Post-16 <input type="checkbox"/> Post-18 <input type="checkbox"/> Maintained <input checked="" type="checkbox"/> Academy <input checked="" type="checkbox"/> Free School <input type="checkbox"/> Independent/Non-Maintained/Private <input type="checkbox"/> Other (Please Specify) <input type="text"/>	
<b>Specific Age range</b>	11-16	
<b>Number of places</b>	September 2023 – 1076 students on role	
<b>Which types of special educational need do you cater for? (IRR)</b>	<input checked="" type="checkbox"/> We are an inclusive mainstream setting catering for children and young people with a wide range of needs who are able to demonstrate capacity for accessing the mainstream curriculum with differentiation and support.	<input type="checkbox"/> We are an inclusive setting that offers a specialism/specialisms in <input type="text"/>

The requirements for the SEN Information Report have been incorporated into this document, based on the latest draft version of *the Special Educational Needs (Information) Regulations* (correct as of May 2014). Questions providing information required as part of the Information Report Regulations are shown using the letters **IRR** (Information Report Regulations).

## Questions from the Parent/Carer's Point of View:

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### Identification

#### How will you know if my child or young person needs extra help? *(IRR)*

At Laurus Cheadle Hulme, we are committed to the early identification of students with SEND. Our Head of Year and SEND team work with our feeder primary schools to collate information on the specific needs of students with SEND. We also collaborate with all of the relevant outside agencies and with parents, to ensure that a full picture of need is established. This process ensures that we have the right information so that the best possible provision, intervention and support can be put in place from the start of a student's time in our school.

We closely monitor the academic performance of all of our students via progress data which is reported three times a year. This allows us to target underperformance and to provide students with the right support to achieve their potential. We also screen students for potential literacy issues in the first term, to identify students who are in need of extra support. Our pastoral team monitor the social and emotional well-being of our students and pick up concerns raised by staff, parents and the students themselves. This allows us to help students to develop within a supporting and caring environment.

#### What should I do if I think my child or young person needs extra help?

If you have any concerns about your child or young person and you think that they may need some extra help, then you can contact the following people;

SENCO – Helen Pointon - [helen.pointon@laurusheadleulme.org.uk](mailto:helen.pointon@laurusheadleulme.org.uk)

SEND Lead – Mya Mannion – [mya.mannion@laurusheadleulme.org.uk](mailto:mya.mannion@laurusheadleulme.org.uk)

Trust Director of Inclusion – Mark Sackville-Ford – [mark.sackville-ford@laurustrust.co.uk](mailto:mark.sackville-ford@laurustrust.co.uk)

Trust Director of Inclusion – Emma Warrington - [emma.warrington@chhs.org.uk](mailto:emma.warrington@chhs.org.uk)

#### Where can I find the setting/school's SEND policy and other related documents? *(IRR)*

The schools SEND policy and other relevant policies can be found on the school website. *(IRR)*

## Teaching, Learning and Support

### How will you teach and support my child or young person with SEND? *(IRR)*

The school teaches students with SEND in accordance with the Stockport Local Offer.

Laurus Cheadle Hulme is committed to ensuring full entitlement and access for students with SEND, to high quality education within a broad, balanced and relevant curriculum. We will maintain a standard whereby all staff within our school are aware of the importance of identifying and providing for those students who have special educational needs.

### How will the curriculum and learning environment be matched to my child or young person's needs? *(IRR)*

The Learning Support team produce a 'School Focused Plan' for each student with SEND, to outline specific strategies to be used by their teachers to support and plan for their individual needs. The plan also includes information on the student's strengths, difficulties and interests as well as targets for improvement. These documents are produced in conjunction with the student and their parents to ensure that they are highly personalised. These documents are reviewed and amended on a continuous basis to ensure that they remain relevant.

All staff are dedicated to ensuring that the curriculum for students with SEND is tailored appropriately to meet their individual needs. The Learning Support Team will liaise with parents, students and the appropriate outside agencies to make sure that the necessary reasonable adjustments are in place so that children and young people are fully included and supported. We educate students with SEND, wherever possible, alongside their peers in the classroom, using a differentiated curriculum that provides a variety of learning opportunities for all students.

We recognise that some students require additional intervention to run parallel to their mainstream curriculum in order to support them to make progress academically, socially and emotionally. In the initial stages of our schools opening, our provision is limited due to restrictions in our staffing capacity. Provision mapping and timetabling of support for children and young people with SEND is completed by the SEND Lead in consultation with Curriculum Leaders and the Trust Directors of SEND.

The additional intervention that we can currently provide is as follows;

- Additional literacy lessons
- Additional numeracy support
- Additional homework support
- Support to develop social, emotional and mental health

## Teaching, Learning and Support

### How are the setting, school, or college's resources allocated and matched to children or young people's needs?

The management of the SEND budget is the responsibility of our Senior leadership team in collaboration with the Trust Directors of SEND, and regular discussion and monitoring takes place to ensure that resources are allocated appropriately.

We use performance data, and careful provision mapping, to make decisions on the best strategy to implement for each student, to ensure that they are able to make progress academically, emotionally and socially.

### How is the decision made about what type and how much support my child or young person will receive? Who will make the decision and on what basis? *(IRR)*

For students entering our school, transition information collated by our Head of Year and SEND department, as well as prior attainment data, will inform the level and nature of the support provided for students with SEND. The decision on the provision that is necessary to meet a student's needs, will rest with the Trust Directors of SEND.

The Trust Directors of SEND, SENCO and the SEND Lead will continuously monitor the progress of students with SEND, both academically, socially and emotionally in conjunction with the rest of our pastoral team. The Trust Directors of SEND, SENCO and the SEND Lead will use academic progress data, as well as feedback from parents, staff and outside agencies, to measure their progress. The support and provision provided will be determined by their level of need and will be decided by the Trust Directors of SEND.

### How will equipment and facilities to support children and young people with SEND be secured? *(IRR)*

We are committed to ensuring that the necessary equipment and facilities are in place for all of our students. We regularly review our Disability Access plan to ensure that we continue to develop the learning environment so that it is fully accessible for students with SEND. We seek advice from Occupational therapists and other relevant external agencies for individual students, to ensure that we have professional advice on the equipment and facilities we require. We use our SEND budget to procure equipment to support students with SEND where necessary.

### How will you and I know how my child or young person is doing and how will you help me to support their learning? *(IRR)*

Each student's progress is assessed by their subject teachers continuously via internal assessments. Progress is reported to parents three times a year. There will be an annual parents' evening for parents/carers to discuss their child's progress in more detail, and to discuss how they can be further supported at home.

## Teaching, Learning and Support

The Head of Year, Head of House and the Learning Support Team, are responsible for monitoring, evaluating and reviewing the progress of learners within their respective areas. This team of people collaborate and communicate concerns regarding the progress of identified learners, and decide on the best form of action to take to ensure that each student has the support necessary to achieve their full potential.

Parents with concerns throughout the course of the academic year are welcome to contact the Head of Year, Head of House or SEND Lead.

Parents are invited to attend events throughout the year which are designed to support parents to support their children at home. This includes the following events;

- SEND welcome evening
- SEND review meetings
- Literacy evening
- Parent consultation evening

### **How does the setting, school or college consult with and involve children and young people with SEND in planning and reviewing their education? *(IRR)***

Students with SEND jointly create their School Focused Plan in conjunction with the SENCO/SEND Lead and with their parents. Every student with SEND, whatever their level of need, takes part in a yearly review meeting with a member of the Learning Support team, to allow them an opportunity to review and refine their School Focused Plan. Students are encouraged to express any concerns that they may have and to put their ideas forward. This helps to inform our planning for the following academic year.

### **How does the setting/school/college assess and evaluate the effectiveness and sufficiency of its arrangements and provision for children and young people with SEND? *(IRR)***

The Trust Directors of SEND, in collaboration with the SENCO, SEND Lead, Head of Year and Heads of House, undertakes regular monitoring of student progress which allows us to assess the effectiveness of provision for students with SEND. Every intervention that we offer is assessed individually alongside the usual data tracking processes.

## Keeping Students Safe and Supporting Their Wellbeing

### How do you ensure that my child or young person stays safe outside of the classroom?

Student safety is of the utmost importance. Information about students with SEND or vulnerable students is communicated to relevant school staff via their linked documents on our central student data base. These documents outline any areas which could pose a risk to the student.

Where risks are identified, measures are taken to limit these, these measures include;

- supervising students at the beginning and end of the day
- staff on duty during unstructured times
- access to the Head of Year throughout the day

### What pastoral support is available to support my child or young person's overall well-being?

All students can access their Form tutor at least once per day. In addition to this, we have a Heads of Year (non-teaching staff) who are responsible for the behaviour, achievement and well-being of each student within the year group they are responsible for. The Head of Year maintains close communication with parents and the rest of the pastoral team, to ensure that the needs of each student in their care are fully understood and communicated effectively. The Head of Year is available to support students at any time of the day, and has at their disposal the option to refer students to a confidential school counsellor or outside agencies where necessary. The Head of Year is available for students to report bullying issues to, and to provide help and support to those suffering from bullying. Bullying is always thoroughly investigated by the Head of Year with action taken immediately. The school's policy for bullying can be found on the school website.

### How will the setting, school or college manage my child or young person's medicine or personal care needs?

Administration of Medicines is covered by our medical policy which is available on the school website. We have dedicated members of staff responsible for managing the storage of medicines and medical information. These members of staff coordinate individual health care plans for students, and ensure that all members of staff have access to the right information and that it is centrally stored within our school database. Where a student's medical needs have a profound effect on their education and/or are at risk within school, a meeting is arranged with the relevant members of staff to ensure that we are equipped with the right information to support the student, and training is organised where necessary.

In the event of a medical emergency, the school would follow the medical policy and the individual health care plan for the student, and utilise one of our trained First Aiders to deal with the emergency, who are always on call.



### Keeping Students Safe and Supporting Their Wellbeing

Medical appointments are managed by the Head of Year. We always encourage students to take their appointments outside of school hours or on a Wednesday afternoon in order to avoid missing valuable teaching time. In exceptional circumstances where the appointment spans more than 48 hours, teachers are asked to provide work for students.

### What support is available to assist with my child or young person's emotional and social development? *(IRR)*

Where there are concerns about the emotional and social development of a child or young person, we would discuss these with parents/carers and the child or young person and decide on the appropriate actions or intervention that is needed to support their needs. This may involve additional support from the pastoral or SEND team to provide additional mentoring and guidance. Students may be able to access support and/or intervention from our SEMH Specialists, Miss Fran Tracey and Miss Ciara Ganly, or our Intervention and Inclusion Specialist, Mrs Jenny Carbutt. Children and young people may be referred to an appropriate outside agency, such as CAMHS where necessary.

### What support is there for behaviour, avoiding exclusions and increasing attendance?

There are a number of actions that Laurus Cheadle Hulme take to support and promote positive behaviour and to avoid exclusions. All staff implement the school's behaviour policy, which is a whole school approach to managing behaviour. Most behaviour in school is managed and dealt with by the classroom teacher with support from subject or curriculum Leaders where necessary. For students who require further behaviour intervention, our Head of Year will intervene. We seek advice from outside agencies where appropriate to help support children and young people at risk of permanent exclusion. The Trust Directors of Inclusion also have specialist knowledge and experience in this area and can be called upon to support specific situations. A wide variety of strategies are implemented where appropriate. These can include the following;

- Key worker for students with complex SEND needs
- Pastoral Mentoring
- Report cards
- Reward systems
- Timeout cards
- Further assessment of need
- Individual Behaviour Support Plans

In terms of increasing attendance there are a number of actions Laurus Cheadle Hulme takes to support and promote good attendance;

- Children and young people are rewarded for good attendance throughout the year.

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### Keeping Students Safe and Supporting Their Wellbeing

- Attendance is reported termly to parents via progress checks and if there are concerns about attendance then letters are sent home to parents to highlight concerns.
- Meetings and individual strategies and plans are used to support children and young people who have difficulties maintaining good attendance. Parents are encouraged to contact the Head of Year to discuss any concerns they may have.
- Laurus Cheadle Hulme liaise with outside agencies to support good attendance as necessary. There are regular meetings with the Education Welfare Officer.
- Parents are required to phone the attendance officer to report any absences so that this can be carefully monitored and to safeguard our students if they are absent from a lesson for any reason. If a student doesn't arrive for the first lesson of the day, parents are notified.

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### Working Together & Roles

**How does the setting, school or college ensure that information about a child's SEND or EHC plan is shared and understood by teachers and all relevant staff who come into contact with that child?**

- Every student with SEND has a School Focused Plan which is produced in conjunction with parents and the students themselves. This document outlines the specific needs of the student and how best to differentiate for them in the classroom. These are updated on a continuous basis in response to changing needs.
- The SENCO and SEND Lead ensure that all SEND documents including EHCPs and Statements are stored centrally and are attached to a student's profile.
- The SENCO and SEND Lead ensure SEND Lead that any changing or emerging needs are communicated via meetings, staff briefings and via email where necessary.
- The SENCO and SEND Lead collect feedback on the progress of students with SEND from subject teachers on an ongoing basis.
- The Trust Directors of SEND, SENCO and SEND Lead provide regular training, support and advice to all staff, on the specific needs of students with SEND, and on differentiation strategies within the classroom.

**What expertise is available in the setting, school or college in relation to SEND? (IRR)**

## Working Together & Roles

We are committed to delivering high quality professional development to staff on all aspects of SEND. This is built into our professional development calendar.

The SENCO for Laurus Cheadle Hulme is an experienced teacher having been employed in the Trust for 22 years, including teaching Drama (KS3/KS4/KS5) and English (KS3). The SENCO holds the following qualifications: BA Drama, PGCE Secondary Drama and the National Award for SEND co-ordination.

The SENCO is supported by the Trust Directors of Inclusion.

Mark Sackville-Ford, Trust Director of Inclusion, has been a teacher for 22 years and has extensive experience across a range of educational sectors. He has held the position of SENDCO in the past and has significant experience around behaviour and social, emotional and mental health needs (SEMH). The Assistant Trust Director of SEND also holds the following qualifications; PGCE Primary Education, MA Inclusive Education and SEND, Doctor of Education (EdD)

Emma Warrington, Trust Director of Inclusion, has over 15 years of experience working with young people with SEND and 9 years' experience as a SENDCO. The Trust Director of SEND has achieved SLE (Specialist Leader in Education) status in the area of SEND and Mathematics. The Trust Director of SEND also holds the following qualifications; PGCE Maths, BSc Psychology, National Award for SEND co-ordination, NPQSL, MA Education.

### **Which other services do you access to provide for and support students and students with SEND (including health, therapy and social care services)? *(IRR)***

Laurus Cheadle Hulme will rely on the expertise of external agencies to provide support and guidance where necessary, such as support from;

- The Educational Psychology service
- Healthy Young Minds (HYMs - formerly CAMHS)
- Education Welfare Officer
- Services for Young People
- Children's Services including Social Workers, Family Support Workers
- Occupational Therapy
- Physiotherapy

### Working Together & Roles

- Speech and Language Team (SALT)
- Sensory Support Services (HI, VI)
- Youth Offending Team

A referral to an outside agency would always be made in consultation with, and with consent from parents. Outside agency support from agencies not listed above would be sought where necessary.

### Who would be my first point of contact if I want to discuss something?

The first point of contact is dependent on the topic for discussion;

- To discuss behaviour, achievement or wellbeing, a student's Head of Year would be your first point of contact. For the academic year 2022/2023 we have the following staff:
  - Year 7 Head of Year – [jodi.horobin@laurusheadleholme.org.uk](mailto:jodi.horobin@laurusheadleholme.org.uk)
  - Year 8 Head of Year – [cherrie.jones@laurusheadleholme.org.uk](mailto:cherrie.jones@laurusheadleholme.org.uk)
  - Year 9 Head of Year – [claire.amos@laurusheadleholme.org.uk](mailto:claire.amos@laurusheadleholme.org.uk)
  - Year 10 Head of Year – [francesca.dineen@laurusheadleholme.org.uk](mailto:francesca.dineen@laurusheadleholme.org.uk)
  - Year 11 Head of Year - [victoria.lord@laurusheadleholme.org.uk](mailto:victoria.lord@laurusheadleholme.org.uk)
- To discuss academic progress, our Head of Houses would be the first point of contact;
  - Magnus – [charlotte.rowcliffe@laurusheadleholme.org.uk](mailto:charlotte.rowcliffe@laurusheadleholme.org.uk)
  - Citius – [georgina.lunt@laurusheadleholme.org.uk](mailto:georgina.lunt@laurusheadleholme.org.uk)
  - Fortius – [paige.roberts@laurusheadleholme.org.uk](mailto:paige.roberts@laurusheadleholme.org.uk)
  - Altius – [clare.sutton@laurusheadleholme.org.uk](mailto:clare.sutton@laurusheadleholme.org.uk)

### Who is the SEN Coordinator and how can I contact them? *(IRR)*

The SENCO for Laurus Cheadle Hulme is Miss H Pointon. She has responsibility for the leadership of SEND within the school.

**[helen.pointon@laurusheadleholme.org.uk](mailto:helen.pointon@laurusheadleholme.org.uk)**

Trust Director of Inclusion – Miss E. Warrington  
[emma.warrington@chhs.org.uk](mailto:emma.warrington@chhs.org.uk)

## Working Together & Roles

### What roles do you have your governors have? And what does the SEN governor do?

Our governors are fully involved in the admissions procedure for students with SEND, and are always involved in any changes to policy and practise within the Learning Support Department. Our SEND governors are consistently involved in the monitoring, evaluation and review of the SEND policy and the annual development plan for Learning Support.

### How will my child or young person be supported to have a voice in the setting, school or college? *(IRR)*

- Student's views are sought as part of our student voice scheme
- Students are encouraged to attend meetings which discuss their progress and plan for their future especially during annual review meetings
- Students may have mentors with whom they are encouraged to express their concerns and views.

### What opportunities are there for parents to become involved in the setting/school/college and/or to become governors?

Parents have the opportunity to join the board of governors when vacancies arise; they are displayed under the vacancies section on the school website.

### What help and support is available for the family through the setting, school or college? *(IRR)*

In terms of providing help to families to complete required paper work and forms or in sourcing information and guidance, parents can contact the following people;

For support in matters relating to SEND;

SENCO (KS4) - [helen.pointon@laurusheadleholme.org.uk](mailto:helen.pointon@laurusheadleholme.org.uk)

SEND Lead (KS3) – [mya.mannion@laurusheadleholme.org.uk](mailto:mya.mannion@laurusheadleholme.org.uk)

For support in matters relating to behaviour, wellbeing or achievement;

Year 7 Head of Year – [jodi.horobin@laurusheadleholme.org.uk](mailto:jodi.horobin@laurusheadleholme.org.uk)

Year 8 Head of Year – [cherrie.jones@laurusheadleholme.org.uk](mailto:cherrie.jones@laurusheadleholme.org.uk)

Year 9 Head of Year – [claire.amos@laurusheadleholme.org.uk](mailto:claire.amos@laurusheadleholme.org.uk)

Year 10 Head of Year – [francesca.dineen@laurusheadleholme.org.uk](mailto:francesca.dineen@laurusheadleholme.org.uk)

Year 11 Head of Year - [victoria.lord@laurusheadleholme.org.uk](mailto:victoria.lord@laurusheadleholme.org.uk)

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### Inclusion & Accessibility

#### How will my child or young person be included in activities outside the classroom, including trips? *(IRR)*

We ensure that all students are able to attend enrichment opportunities such as after school clubs and school trips wherever possible. We work creatively and flexibly to make the relevant adaptations to enable students with SEND to attend. This may mean that an additional Learning Support Assistant is provided and alternative travel is arranged, as well as additional risk assessment procedures where necessary.

Is the building fully wheelchair accessible?

Details (if required)

Are accessible changing and toilet facilities available?

Details (if required)

Do you have parking areas for pick up and drop offs?

Details (if required)

Do you have accessible parking spaces for students (post-16 settings)?

Details (if required)

### Transition

#### Who should I contact about my child/young person joining your setting, school or college? *(IRR)*

Transition
<p>Information, including the admissions policy, can be found on the school website. This details the admissions requirements and entitlements for students with SEND.</p>
<p>The school complies fully with the Equality Act 2010 and the School Admissions Code 2012 in relation to the arrangements for the admission of disabled students. Where the school is oversubscribed, all children are admitted in accordance with the published oversubscription criteria. Where a child is disabled, the school will make reasonable adjustments and provide auxiliary aids or services where reasonable to ensure that no disabled child is placed at a substantial disadvantage compared to other students.</p>
<p>Please contact Jo Stephens via email at <a href="mailto:jo.stephens@laurusheadleholme.org.uk">jo.stephens@laurusheadleholme.org.uk</a> to discuss admission requests</p>
<p><b>How can parents arrange a visit to your setting, school or college? What is involved?</b></p>
<p>The school has an Open Evening each year. Parents, carers and young people can visit the school and talk to staff representing each faculty. Details of the Open Evening are published on the school's website.</p>
<p><b>How will you prepare and support my child or young person to join your setting, school, or college and how will you support them to move on to the next stage, or move on to adult life? (as applicable for setting) <i>(IRR)</i></b></p>
<p>For children and young people joining us in Year 7 from Primary School:</p> <ul style="list-style-type: none"> <li>• There is a one-day transition event for each student joining our school. This is designed to facilitate a smooth transition by introducing students to our curriculum and to our pastoral support systems.</li> <li>• Heads of year, Heads of House and the SEND department work with our partner primary schools to collate information on identified students with SEND.</li> <li>• Laurus Cheadle Hulme organises additional transition events where appropriate, for students with SEND on top of the ones provided for all students.</li> </ul> <p>For children and young people joining us within an academic year from other schools/ educational establishments:</p> <ul style="list-style-type: none"> <li>• Individual transition plans will be made for students dependent on need.</li> <li>• Contact Jo Stephens to discuss mid-year transfers or general admissions at <a href="mailto:jo.stephens@laurusheadleholme.org.uk">jo.stephens@laurusheadleholme.org.uk</a></li> </ul>

<b>Transition</b>
<ul style="list-style-type: none"> <li>Contact SENCO Helen Pointon, <a href="mailto:helen.pointon@laurusheadleholme.org.uk">helen.pointon@laurusheadleholme.org.uk</a> if you would like to find out more about admission procedures for students with SEND</li> </ul>

<b>Additional Information</b>
<b>What other support services are there who might help me and my family? (IRR)</b>
<p>Where a parent wishes to access another support service, the school are more than happy to support them or direct them to the appropriate professional.</p> <p>Some additional useful websites are listed below: -</p> <p><a href="http://www.sensupportstockport.uk">www.sensupportstockport.uk</a>  <a href="http://www.stockportsays.co.uk">www.stockportsays.co.uk</a>  <a href="http://www.dyslexiaaction.org.uk">www.dyslexiaaction.org.uk</a>  <a href="http://www.bdadyslexia.org.uk">www.bdadyslexia.org.uk</a> – British Dyslexia Association</p>
<b>When was the above information updated, and when will it be reviewed?</b>
This document was updated in May 2023 and will be updated in June 2024
<b>Where can I find the Stockport Local Offer? (IRR)</b>
<a href="http://www.sensupportstockport.uk">www.sensupportstockport.uk</a>
<b>What can I do if I am not happy with a decision or what is happening? (IRR)</b>
<p>Parents can give feedback to the school through a number of ways;</p> <ul style="list-style-type: none"> <li>Contact can be made with reception who will direct the call to the relevant member of staff</li> <li>Emailing <a href="mailto:enquiries@laurusheadleholme.org.uk">enquiries@laurusheadleholme.org.uk</a> with your request will allow it then to be forwarded on to the appropriate member of staff</li> <li>Feedback can also be given at parent’s evenings</li> </ul>



### **Additional Information**

**If you are unhappy with the SEN provision your son/daughter is receiving, then please contact the Trust Directors of Inclusion to share and discuss your concerns using the email addresses below.**

**Emma Warrington-** [emma.warrington@chhs.org.uk](mailto:emma.warrington@chhs.org.uk)

**Mark Sackville-Ford –** [mark.sackville-ford@laurustrust.co.uk](mailto:mark.sackville-ford@laurustrust.co.uk)

If you wish to make a formal complaint, this needs to be undertaken in conjunction with the trust's complaints policy which is available on the Laurus Trust website. All complaints need to be in writing. We will address all complaints objectively in line with policy and standard procedure.