Information for Parents and Carers

Making a Complaint to Schools

Most children with Special Educational Needs will have their needs met by schools and local authorities. If things go wrong, it is possible to use informal and formal complaints procedures to improve the situation.

Speak to the school

The first thing to do if you are not happy is to speak to your child's class teacher and/ or Special Educational Needs Co-ordinator (SENCo). If you are still not happy, you should talk to the head teacher.

If you cannot resolve the problem informally, ask for a copy of the school's complaints procedure. Legally, all schools should have one.

Complaining to the governing body

Every school has a governing body, academies have the academy trust. School complaint procedures usually end with complaining to the governing body / academy trust of the school.

A complaint to the governing body should be addressed to the chair of governors/ head of the academy trust. If the school is a community or voluntary controlled school, (local authority maintained) you could also send a copy of your letter to the director in charge of local education services.

Try to include as much detail as possible in your complaint, dates, times, meetings, conversations. State what harm you or your child has suffered as a result of the school's action or inaction. State what you would like the governing body to do.

The governing body is likely to pass your complaint to a panel of governors. You may be invited to a meeting to discuss your case in more detail. If the governing body does not give you a satisfactory response, it is important that you follow the school's and, if applicable, the local authority's complaints procedures first.

https://www.gateshead.gov.uk/article/10532/Schools-learning-and-childcare

If you need to ask any questions or for further advice, please contact:

Barnardo's SENDIASS on **0191 4784667**

or email **DAISS@barnardos.org.uk**