

Complaints - Local Authority and School

Complaints about the Local Authority

If you wish to make a complaint about the Local Authority if they are failing in their duties – whether by failing to provide what they are legally required to provide, by causing significant delay, or by failing to comply with the law. You can make a complaint on their [comments, compliments and complaints](#) webpage. You can also access their [compliments, comments and complaints policy](#) this outlines the process and different stages of complaint.

The [Local Government and Social Care Ombudsman](#) (LGSCO) is an alternative way to seek a remedy against an LA without taking legal action. It is an independent body which deals with complaints about LAs and some private social care providers, relating to a range of issues including education and social care.

Complaints about Schools and Settings

All complaints about a school or setting must go through the school or setting complaints procedure. The complaints procedure can be found on the school or academy's website. Typically, the complaints process is:

Informal Contact - Complaint heard by a Member of Staff (Informal)

Contact the school or setting and try to sort out the problem informally, speak to your child's teacher about your concern first.

Stage 1 - Complaint heard by the Head Teacher (Formal)

If your concern can't be resolved informally, write to the head teacher. It will give the head teacher time to make enquiries if you include:

- Brief details of what your concern is about.
- Who you have spoken to already.
- If there has been a particular incident, when and where it happened and who was involved or saw it happen.
- What you expect the school to do in response to your concerns.

Stage 2 - Complaint heard by Chair of Governors (Formal)

If you are still dissatisfied, or your concern is about the head teacher, write to the chair of governors. Their information can usually be found on their website.

Stage 3 - Complaint heard by Governing Body's Complaints Appeal Panel (Formal)

If you are still dissatisfied after the chair of governors has investigated your complaint you can write to the clerk to the governing body to ask for your complaint to go before the appeal panel.

Final Stage

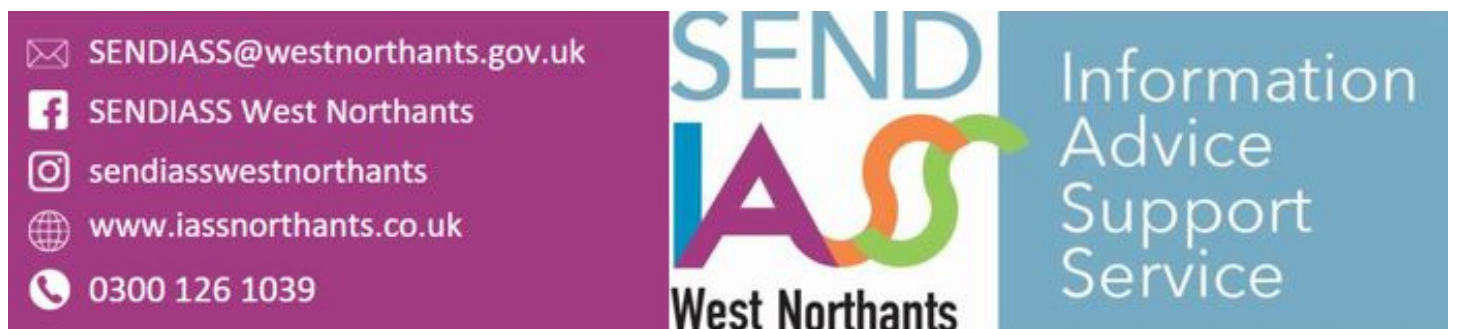
You can complain to the Department for Education (DfE) if:

- A child is at risk.
- A child is missing school.
- The school is stopping you from following its complaints procedure.

Complaining to Ofsted

Ofsted will not usually consider a complaint if the parent has not first followed the school or early years setting's formal complaints procedure and if they have not complained to the DfE.

You can read guidance on how to [complain about a school](#) to see what complaints Ofsted can deal with. If your complaint can be dealt with Ofsted, you can follow their [complaints procedure](#) for the type of school or setting you are complaining against.



SEND IASS West Northants Information Advice Support Service

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The banner features contact information for SEND IASS West Northants. On the left, a purple background contains icons for email, Facebook, Instagram, a globe, and a telephone, followed by their respective details. In the center, the 'SEND IASS' logo is displayed with 'SEND' in blue, 'IASS' in purple, orange, and green, and 'West Northants' below it. On the right, a blue background contains the text 'Information Advice Support Service' in white.