



Not Fine in School

ACCOUNTABILITY PETITION & SURVEY

Not Fine in School have heard numerous stories about the difficulties that families have accessing appropriate support for children in school. Often, these difficulties should, and could, be aided if the relevant legislation was followed by schools and local authorities, but instead existing statutory guidance, duties and policies are ignored or misinterpreted. In some cases, local policies are enforced when they hold no legal power.

Parents have few options to complain or enforce legislation using current ineffective procedures and powerless services. This means schools and local authorities are not being held accountable when children are denied the support and education they need. Therefore, NFIS are calling for the creation of a new independent, transparent and objective monitoring body who will investigate complaints in a fair and unbiased way. Please sign and share this petition.



Petitions

UK Government and Parliament

Petition

New independent complaints & monitoring body for schools & local authorities

Legislation and DfE guidance state how schools and local authorities must comply with the law. If statutory guidance or duties are not followed, enforcement is left to solo families using ineffective complaint procedures, or the LGO service, which won't act in the face of ultra vires local policies.

▼ [More details](#)

This problem often relates to SEN support, mental or physical illness provision, bullying, or disability discrimination. The lack of accountability in the system creates severe difficulties for families & denies many children the support & education they need. 'Not Fine in School' call for a new independent, transparent & objective body to enable a fair complaints process, which is NOT investigated by the complained of services. This body must be empowered to monitor practices & instigate consequences when schools or local authorities use local (invalid) policies, or act in an ultra vires way.

[Sign this petition](#)

<https://petition.parliament.uk/petitions/228137>

Parents and carers have told us they make complaints about a variety of aspects including SEND provision, bullying, academic testing and SATS, disability discrimination & reasonable adjustments, exam arrangements, holiday requests, attendance monitoring and penalties, and provision for physical illness in schools.

In May 2018 we shared a brief survey within our social media groups to collect data about the outcomes of complaints made by parents/carers about schools and local authorities.

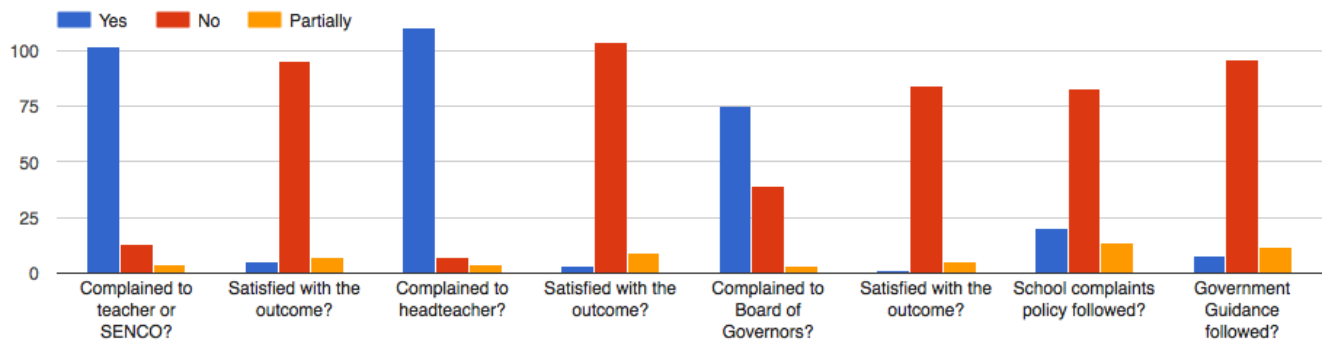
We aimed to find out whether the current complaint processes are effective and adequate in helping parents/carers to resolve these difficulties. We also aimed to evaluate whether schools and local authorities are correctly following complaints policies and guidance.

NFIS SURVEY FINDINGS

School and Education: Parent/Carer Complaint Outcomes

122 Parent Responses

Complaints to Schools



- 102 parents had complained to a **teacher** or **SENCO** and 95 were unsatisfied with the outcome.
- 110 parents had complained to the **head teacher** and 104 were unsatisfied with the outcome.
- 78 parents had complained to the **Board of Governors** and only 1 was fully satisfied with the outcome and 9 were partially satisfied.
- 20 parents said that they thought the school's complaints policy had been followed, while 83 thought it had not.
- 8 parents thought that government guidance had been followed, but 96 parents said it had not.

Additional comments included:

The schools complaints procedure was not impartial and was biased to the school and very unprofessional.

School only cared about covering their errors.

No point going to governors as they were friends of the headteacher who threatened social services if we complained. His words were: "who will believe you over me?"

In return for making a complaint, head made unfounded allegations of neglect which formed part of the chair of governors reasoning for rejecting my complaint.

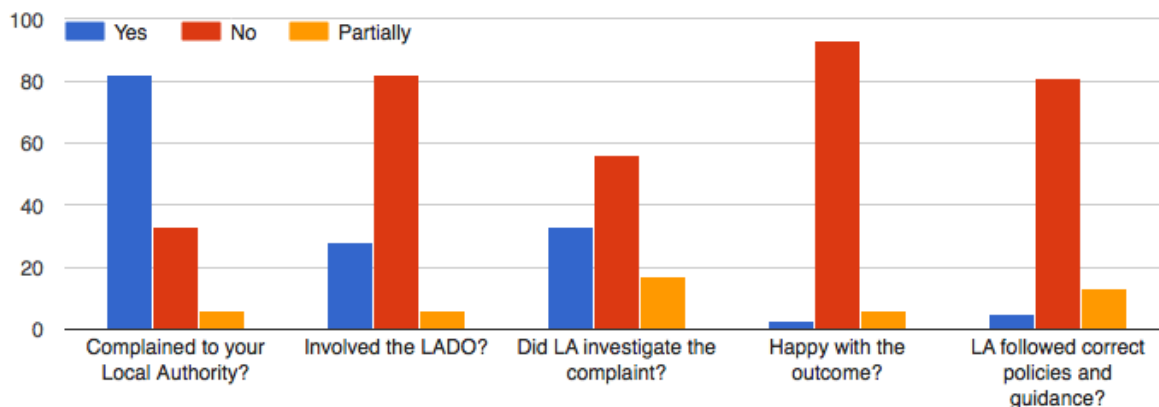
The school's complaint system didn't give an opportunity for a parent to speak to governors, while the headteacher advised them directly. Also governors don't seem to understand SEND legislation and they listen to the headteacher or SENCO for guidance, which works unless the complaint involves the SENCO and headteacher.

We didn't make a complaint to the governors only because the headteacher violated confidentiality and went against both us and social services and tried to push a paediatrician into requesting a CPP for us. Social services said they saw no concerns, but headteacher kept pushing anyway. He was angry about our complaints and that we said the school was not meeting our child's needs.

I followed the school policy to the absolute letter, I had to advise the school of their own policy AND after 9 months of following this policy all the way to panel, the outcome was simply that, my complaint was upheld in part, 'matters were left far too long and lessons would be learnt as a result' the school would 'review it's bullying and send policy' To date, as I am aware nothing has changed...

Total cover up and collusion. There is no accountability, I have made 3 complaints to the GB over the years including several provable accounts of fraud, serious breaches of confidentiality, not complying with DfE policy, ignoring EHCP's, failure to safeguard. I evidenced everything and we were treated terribly, evidence was completely ignored. We took it to DfE who did not want to know. Ofsted are powerless to investigate individual complaints as told to me by the National and Regional Directors. On 3 occasions I took my complaint to the LGO as by the school's failure, it implicated the LA. All 3 complaints were upheld, but they cannot investigate schools or certain aspects of complaints and even though all three were upheld, they seem biased to LA's.

Complaints to Local Authorities



- **82** parents had complained to their **Local Authority** and **28** had involved the LADO (**Local Area Designated Officer**).
- **33** parents said the LA had investigated their complaint, and **17** said their complaint had been partially investigated.
- **3** parents were satisfied with the outcome and **6** were partially happy.
- **5** parents thought that the LA had followed correct policies and guidance, **13** said the LA had partially followed correct policies and guidance.

Additional comments included:

LA said the school was an excellent school for SEN and must be justified for using restraint. Told to go back to headteacher. SEN officer ignored any requests to attend annual review after placement broke down. They were fully aware of the situation but turned a blind eye as they didn't want their flagship SEN mainstream tarnished.

Local authority ombudsman ruled in favour of LA, they seem to be completely corrupt.

The L.A. are very biased and cover up any faults of the professionals I complained about. It was a waste of time. I was bullied more by my son's nursery school and medical staff. They humiliated me and did more damage to my child.

The LA have repeatedly ignored my complaint. I am still trying to address it through the LGO almost 2yrs on.

I complained to the manager of SEN at my local authority and never heard back from them.

The LA did everything possible, but the school provided false evidence & this meant the LA's hands were tied, in spite of our having different evidence which the school had sent out to us. There seems to be a lot of 'reworking' of documents in such cases by the schools under investigation.

The local authority weren't helpful and say the complaints were out of their remit.

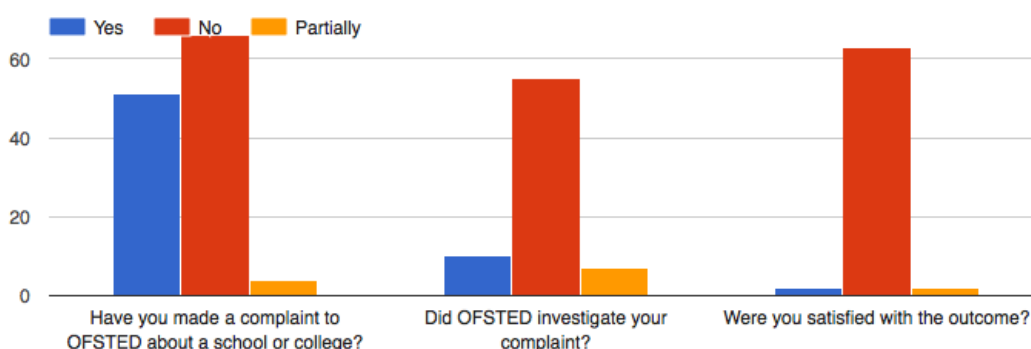
The local authority were not interested as the school is an academy.

The LA's response was pitiful and extremely tardy. It failed to take into account the law and involved passing the buck between departments.

For months they kept saying they would investigate but not actually doing anything. Seems impossible to get through their process, just stalling and delays.

Our LA ignore complaints and then when it gets to LGO it is sent back to LA because the complaints procedure hasn't been completed. I have one from January still not completed in spite of LGO intervention and a second one from March being ignored as well.

Complaints to OFSTED



- 51 parents said they had made a complaint to OFSTED about a school or college.
- 10 parents had their complaint investigated in full and 7 said it had been partially investigated.
- 2 parents were satisfied with the outcome and 2 were partially satisfied.

Additional comments include:

OFSTED said they don't deal with one off incidents of safeguarding failure

OFSTED did not want to know.

It would be useful if OFSTED investigated a broader range of complaints, and evaluated SEND more thoroughly.

Sean Harford and other regional directors said they could not investigate individual complaints. The evidence I provided was used as evidence base at inspection, again, a total cover up. I never got the opportunity to speak with the Inspector. Totally shocking!!

Ofsted told me they would look into my complaint do an investigation and I never heard back from them.

OFSTED have the same problem as the LA; the school provides different documentation as evidence & claims that we are 'problem parents' (although other schools our children are at do not hold this view!).

No accountability as OFSTED said now school had become an Academy, it was not worthwhile to pursue any further'.

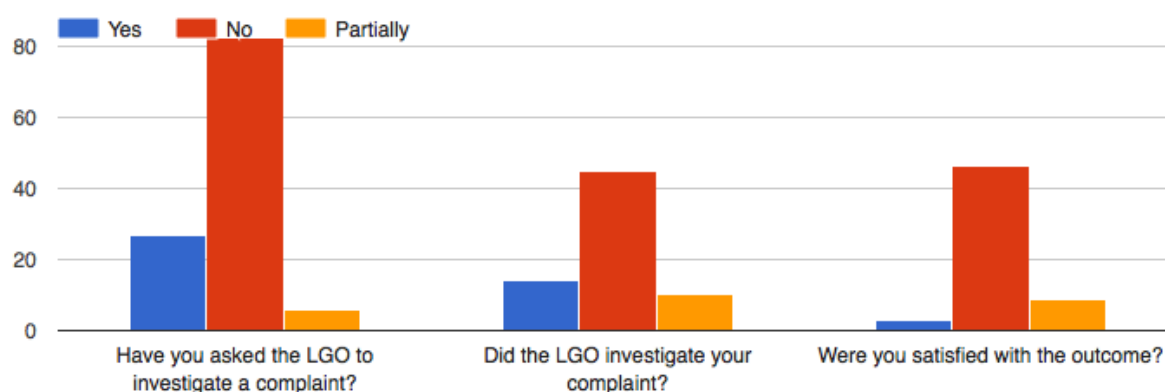
They explained they couldn't investigate individual cases but that they would put it on record for the next Ofsted of the school. When that came around they continued to ignore my concerns and were convinced by the school all was well, I wasn't questioned at all about it.

I was sent a link to have my say on the instead website but it didn't work. By the time I complained and was sent the right link, it was too late. All I could do was leave a review.

I complained to OFSTED about a LA, they are still investigating.

I would like to complain to OFSTED but whilst it carries out periodic inspections, it doesn't investigate complaints about private special schools. This is against the best interests of highly vulnerable disabled pupils. Parents are scared of going to the Secretary of State because they are concerned about the ramifications for their child. This is a terrible situation to be in and is totally unacceptable.

Have you complained to the LGO?



- 27 parents had asked the **Local Government Ombudsman** to investigate a complaint and 6 had made a partial request.
- 14 complaints were investigated in full and 7 were partially investigated.
- 3 parents were satisfied with the outcome and 9 were partially satisfied.

Additional comments included:

I was part of a support group who had the same issues as me that went to the ombudsmen and won! But the county council ignored some of the rulings made by the ombudsmen as they did not agree with the outcome!

They agreed we had three cases against the LA but then a week after speaking to ya we received confirmation that one case would be dismissed because they have said its insufficient injustice!! Still injustice! (we are in process of replying to reconsider) and the other two cases referred to the LA to investigate. Which is ridiculous because one of the cases was blatantly an issue and because they didn't deliver the tribunal order, the tribunal said we could go to LGO directly!! Seems no body is concerned the LA break the law and clearly maladministration!!

It's not a LA school so how can we complain to the LGO!

Fault was found and I was awarded an amount of money as compensation, but the stress and injustice was so much greater than any amount of money, all I really wanted was to not have the same issues again. But I am currently back to the LGO as the LA have failed to follow procedures again.

3 upheld complaints, a very long process (1 year) the LGO were not robust enough in their decisions and seemed biased to the LA, despite upholding the complaints.

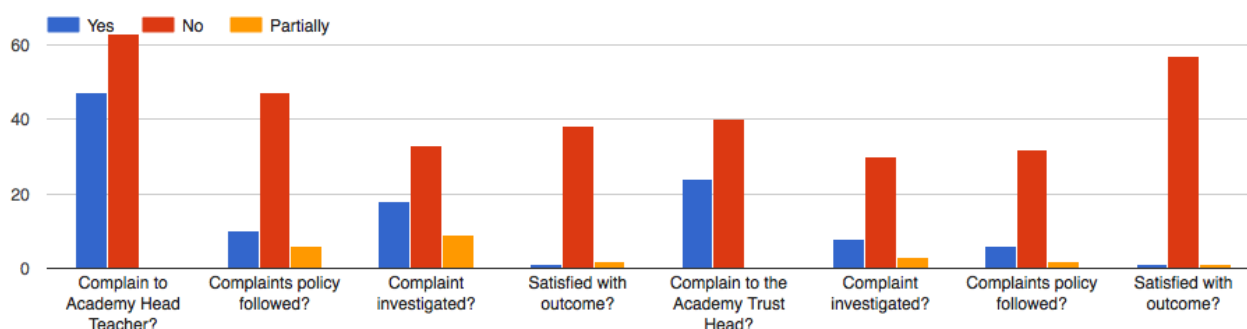
When LA refused to investigate or deal with it, we were worried about going any further up, as we had already had some retaliation from the headteacher just by going to the LA.

Investigation with the Local Government Ombudsman has been ongoing since June 2017 when he was picked up by the investigator we have to had two draft decisions so far both of which the local authority have disagreed with it is now being escalated to 'The Ombudsmen' for a final decision and hopefully a public report in the very near future.

It gets to the point where you believe that the school will continue to 'amend' documents; we just don't have the energy to keep battling against this process. We're now counting down the days until our child leaves the school.

The school and the LA lied to the Ombudsman. But I had email evidence so was able to prove the school had not provided therapies in my son's EHCP. I do not believe I was given an appropriate remedy, even though the LA took one year to address my complaint and failed to follow its complaints policy in many ways.

Complaints to Academies



- 47 parents had made a complaint to an **academy head teacher**.
- 18 parents said their complaint had been investigated, and 9 were partially investigated.
- 10 parents thought that the academy's complaints policy had been followed, 6 said it had been partially followed.
- 1 parent was satisfied with the outcome and 2 were partially satisfied.
- 24 parents had complained to the **head of the academy trust** and 8 had their complaint investigated in full, 3 were partially investigated.
- 6 parents thought the trust's complaints policy was followed in full and 2 said it was partially followed.
- 1 parent was satisfied with the outcome and 1 parent was partially satisfied.

Additional comments included:

Did not believe it was worth the effort in pursuing it when previous complaint at previous school was whitewashed.

They just passed it to the Headmaster who told lies to us.

Academy were combative and used bullying tactics until the end. Their whole response to the complaint was contradictory but because they followed procedure no one would accept a further complaint above them about the actual outcome.

Thus far, the academy our children attend has been exemplary in its response to any concerns we have.

It's a waste of time. No matter how many meetings, complaints and phone calls, academy schools do absolutely nothing but treat your children like they're prisoners.

Complaint now 12 months outstanding & Head continues to ignore even though The School Funding Authority have told them to deal with the complaints.

Complete waste of my time, effort and mental health.

The headteacher shouted at me for asking why they lied to the LA about a CAMHS referral they said they had done but didn't.

Complaints to the ESFA about Academies



- 12 parents had complained to the [Education & Skills Funding Agency](#) about an academy.
- 3 parents had their complaint investigated.
- 1 parent was partially satisfied with the outcome.

Additional comments included:

The ESFA will not investigate most complaints unless certain criteria are met.

I made serious complaints that were backed up by third-party evidence is spanning more than three years and including unsafe safeguarding practice. The headteacher and governors lied to the funding authority saying they had met with me as per protocol as it happens they arranged the meeting and cancelled it they then refuse to rearrange the meeting.

To exhausted and by then suffering with chronic fatigue syndrome. Having had completely no positive outcomes from following correct complaints processes in all other areas I didn't see any point.

I'm not sure about this but trying to get information on how to complain about academies is like trying to get blood from a stone.

All they do is write to the school & tell them to answer the complaint. No consequences no matter how many times I have contacted them. At least 4 separate occasions now.

Have you complained through a Tribunal?



- 42 parents had applied to **First Tier Tribunal (SEND) (formerly SENDIST)** for a tribunal hearing, 1 had made a partial application.
- 22 hearings had taken place
- 16 parents said they were satisfied with the outcome and 6 were partially satisfied.
- 12 parents thought that government guidance/law had been correctly followed and 4 said it was partially followed.

Additional comments included:

Our LA was barred as they just didn't respond or engage in process. Despite that LA was never disciplined for this. LGO don't deal with Tribunal. We did an application of cost but annoyingly they only considered some costs, despite the fact we should have been compensated for the whole lot! Since they were in the wrong, they should have been in the wrong for all the costs not partial.

DDA tribunal - school agreed to make reasonable adjustments prior to the hearing, they never did though.

My papers are at the tribunal at the moment and L.A. officer made up load of lies about me. Also few other professionals and school staff also made up lies about me to make me look bad.

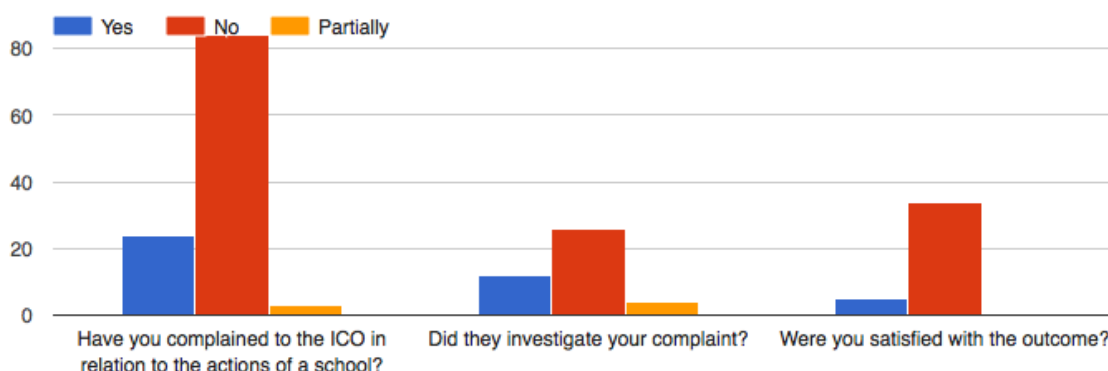
I am currently applying for funding under the Discrimination in Education scheme or I can't pursue this any further despite this affecting a group of students within the school.

I wish there was more help to enable people to go through these different procedures. I don't have a lot of time on my hands as I have 2 children with autism and the youngest also has epilepsy.

The law was ignored by LA at previous 2 tribunal. No deadlines adhered to and laws ignored. Going to 3rd in 6 years and I expect the same.

The judge worked for LAs and was only interested in hearing what the LA barrister had to say. She was hostile and openly biased against me and my team. I was not given a fair chance to make my case and was told to submit it in writing post hearing.

Complaints to the ICO



- 24 parents said they had made a complaint to the [Information Commissioners Office](#) about the actions of a school, 3 had made a partial complaint.
- 12 complaints were fully investigated and 4 were partially investigated.
- 5 parents were satisfied with the outcome.

Additional comments included:

School said no SEN records available. ICO said if no records available then no need to investigate. When child left the records were accidentally given to us so school lied.

The ICO were the only ones who made the school do certain things.

The school were just told not to breach data. No accountability held for the data breach that the school had made.

Again another agency who say "yes the LA broke the law, well tell them to prioritise your request" despite taking 3 attempts of getting all our SAR information. Just another agency that isn't coming down on the LA and that is the reason why they keep getting away with it!!

3 complaints with the ICO, 1 currently under investigation. Blatant evidenced breaches by school, LA and an organisation commissioned by the LA. ICO have so far not investigated properly and did not want to know on 2 of the complaints despite damning evidence.

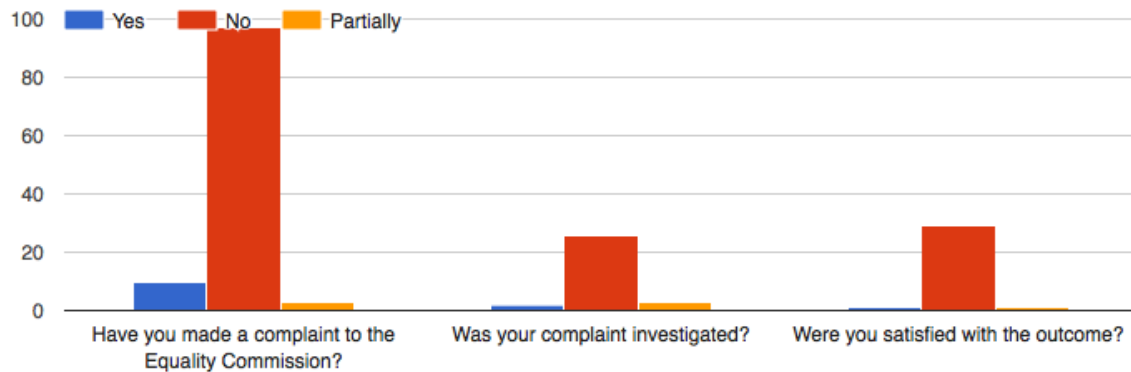
Outcome in our favour, but it ultimately makes no difference.

Because I am too busy looking after children too ill to go to school Need to pick my battles.

Still in progress. They just seem to believe the Headteacher (who seems very comfortable being dishonest) rather than looking at evidence.

School told them that they delete cctv recordings after 2 weeks. They also redacted lots of info from emails I'd requested to see. They told the ICO that it was info related to a third party but I didn't believe them. The ICO accept what they say too readily. They don't want to or can't check the info so in my opinion they have no real power to stop school from covering up things they'd rather I didn't see.

Have you complained to the Equality Commission about disability discrimination at a school?



- 10 parents had made a complaint to the [Equality Commission](#), 3 had made a partial complaint.
- 2 complaints were fully investigated and 3 were partially investigated.
- 1 parent was satisfied with the outcome and 1 parent was partially satisfied.

Additional comments included:

I know I have grounds for complaint but have been so traumatised by a degrading mishandling of internal school/governors investigation that I simply have no energy to take it further. My children need me & I fear the stress of further complaints (albeit very justified) will impact upon my own mental health beyond what is tolerable.

Difficult to complain when CAMHS refuse to diagnose until in 20s, when child is struggling now with anxiety, social and separation. This is why no point complaining because no leg to stand on. School can continue to ignore difficulties child has accessing curriculum and full school experience.

I wanted to as my sons school 100% discriminated against him but they threatened me with social services for his swearing and attendance and by the time I or him out and felt safe to complain, it was past 6 months.

To be honest, we hadn't considered this as an option before.

It's time limited and I didn't know about it in time.

They can't enforce the equalities act, and were only there to give me advice. They couldn't take this up with the school, the only route they could send me down was the legal one.

Was not aware who to complain to bullied and threatened at every turn by the head.

They said we had complained too much to the school.

They said I had a case ie, the school were discriminating...but as I was due to go to tribunal to appeal section I they advised that the issues would be resolved if he moved schools. They said that there was no point pursuing the case against the school if he moved because it wouldn't help us. This makes me angry.. that schools get away with treating our children badly but aren't held to account for their actions.

My son and other pupils are currently being discriminated against by staff who seek to bully/ abuse them. But I am at a loss as to how to proceed.

Have you complained to the police (ie: in relation to school linked issue such as bullying?)



- 22 parents had made a complaint to the **police** and 1 had made a partial complaint.
- 8 complaints were fully investigated and 3 were partially investigated.
- 6 parents were satisfied with the outcome.

Additional comments included:

Police took schools side and refused to investigate even though I had written evidence from school incident did occur.

We had issues with bullying in two different schools - one was mainstream, one was a specialised school. Both schools denied there was any bullying occurring. Both schools blamed the bullied autistic children, saying they were "misunderstanding" the situation (even though it was witnessed by other people, including myself). Both schools refused to investigate further or take any action. In one school, my child was punished for fighting back and we were told that "it's not bullying if your child fights back."

I made verbal complaints in a meeting about a nursery and some professionals to the police in a meeting but my complaint was ignored.

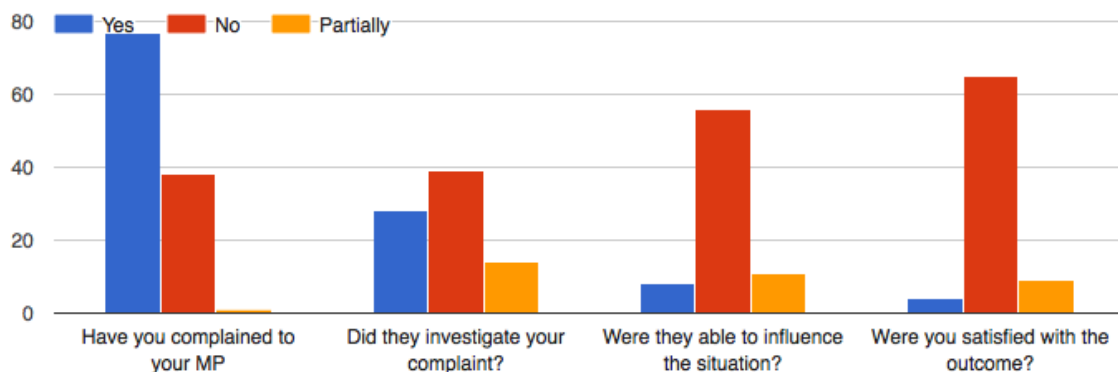
Police were not effective because it was school based and deemed a school issue, not a criminal one.

No one is interested.

Threats to kill made with knife and malicious phone calls made even after my daughter left the school . They refused to look into it as it was up to school. School allowed as did LA so no one bothered.

I was not aware I could do so. My son was bullied at his current school for 2.5 years. This included physical, verbal, emotional and online abuse, such that he began self-harming and was suicidal.

Have you complained to your local MP?



- 77 parents had made a complaint to their local **Member of Parliament**, 1 had made a partial complaint.
- 28 complaints were fully investigated and 14 were partially investigated.
- In 8 cases the MP was able to fully influence the situation, while in 11 cases parents thought the MP had partially influenced the situation.
- 4 parents were satisfied with the outcome and 9 were partially satisfied.

Additional comments included:

He sided with school dispute evidence saying school were wrong.

My MP's campaign manager is the Chair of Governors at the offending school. He did nothing.

Just as going to tribunal is becoming the norm, so too is having to involve an MP. Outrageous!

Why should parents have to involve MP's / LGO / ICO, etc when the LA have a legal responsibility regarding education. When a young person has SEN the LA seem to have their own rules about providing education and are not answerable to anyone when they break the law.

Our MP's caseworker is fully supporting our action against CAMHS and CCG and will help us reach NHS Ombudsman when the time comes.

The MP failed to get back in touch and it appears as if he failed to carry out any investigations or action.

They sent a few generic letters, but did nothing.

MP believed what la told them so had little effect.

Absolutely useless. He sent an email to the local councillor for children who did not follow up sufficiently.

The MP had a friendship with the head teacher, and said he would have a quiet word. Nothing was done, to our knowledge.

He was shocked they didn't follow policy and contacted them to remind them to but no one can force them to ! Not even him.

MP visited school and emailed. They Ignored his advice.

Told us to go to the local authority who told us to go to the school who ignored us.

Local MP contacted for 1st tribunal but said he could not get involved in SEN decisions.

Have you made a complaint to the DfE?



- 32 parents had complained to the **Department for Education**, 2 had made a partial complaint.
- 9 complaints were fully investigated and 3 were partially investigated.
- 1 parent was partially satisfied with the outcome.

Additional comments included:

This was a superficial tick box exercise that simply look that were processes followed. Processes can appear to have been followed whilst in fact there had been no proper investigation of the concerns. I found it to be a tick box exercise at all levels starting at complaining to the headteacher escalating it to governors and then escalating it to OFSTED and the Department for Education.

The investigation was purely a way to cover up, add barriers to parents complaint and protect school.

They just tell us they don't & won't speak to parents, they never read my letters properly that was clear as they just kept telling me to do stuff I'd clearly pointed out in the letters I had already done. It was fob off after fob off by them stating we don't get involved in parent & school disputes!

Had complained to them about my other son's case which was horrendous and nothing was done Not worth it.

Doesn't come under their remit. Have emailed the ministers@ through the DfE website, as I understand the only person that Academies are answerable be is the Secretary of State for Education, but this was a couple of months ago, and have no reply.

Absolutely useless.

No accountability as passed buck as school now academy.

Complaint made to a named person at the DfE. promises to investigate then nothing. After I made another complaint she promised to contact the LA and let me know. A week later she emailed me back to say she wouldn't take it further and just to apply to tribunal, despite overwhelming evidence that my son's needs haven't been taken into account, professional reports ignored, my son having no education for 6 months, incredible evidence of unlawful policies and procedures. It seems the system covers for the system.

They told us to use the school complaints process when we went to them because the school was refusing to investigate our complaint. This was after weeks of delays.

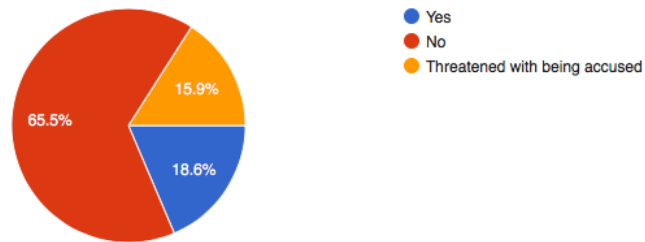
They said that the governors had followed guidelines and couldn't get involved in the details of the case.

I am considering doing this but understand I had to go through the schools formal complaints procedure first. As my son is already being victimised, I am concerned about what they might do to him if I proceeded.

Respondents were asked about the Wider Effects of Complaining:

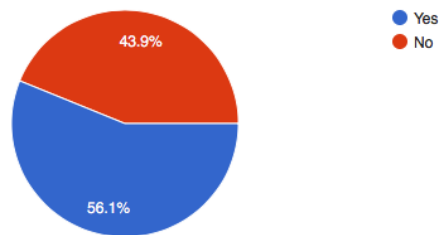
Have you been accused of making vexatious complaints?

113 responses



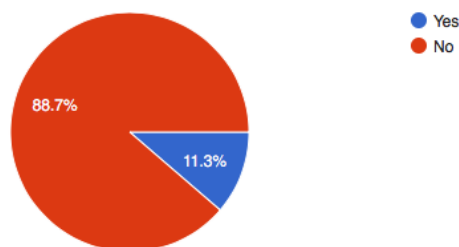
Have you been accused of being unreasonably persistent?

114 responses



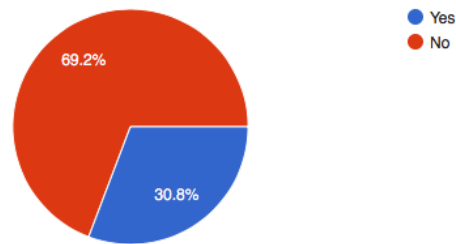
Have you been barred from a school for making complaints?

115 responses



Have you been referred to social services after making complaints?

117 responses



Respondents were asked: What would improve the way parents/carers can make complaints about education related issues?

There needs to be governance in the truest sense applied to the entire education system from top to bottom. Dishonesty is the norm cover-up is the norm doing the right thing is an alien thing within the system. There is no integrity in many organisations.

True accountability for failings.

Our society is in favour of highly educated individuals who can afford legal advice. The authorities do not play by the rules but make it up as they go along. Only those with access to legal advice at a cost can challenge them effectively.

The response to my complaint (about the Head) was written by the head herself! There must be more scrutiny of the process and an easier means of escalating the complaint, e.g. automatic right to an independent panel hearing if you don't agree with the governors findings. The LEA were not interested in the malicious referrals to SS made by the head and these referrals remain in my/children's records.

I don't believe any parent ever wants to be in a position to have to complain - it's an absolute last resort but sadly sometimes a stressful necessity. It's a terrible situation when that arises - but 1st and foremost we are our children's best advocates. To stand by & say nothing when there is an escalating problem would be negligent of me in my parental duties. Yet I found myself being accused of all sorts by the professionals with whom I simply wanted to find resolution & move forward for the sake of my children. I had no hidden agenda yet professionals told each other I did. Humility costs nothing, yet would have resolved so much heartache for children & families when professionals do get it wrong. Instead, we ended up with escalating persecution as well as the original unresolved & unvalidated problems.

I think having independent people to investigate would be a good start, if ex-teachers are included then there would need to be parents/carers as independent people as well.

It is a farce, there is no accountability particularly for church schools. The LA tell us their hands are tied with church schools and they have no power over them.

All agencies, authorities, and organisations close ranks on a parent to protect their reputation no one wants a bad marker against their establishment. We are run ragged until we are too ill to continue.

SEN needs an independent, legally and technically competent regulator.

I made complaints previously about professionals lying about me and my child and was then bullied by professionals because I made complaints. I do believe complaining about professionals and education setting can lead to parents to be bullied more and children lives made worse by professionals.

As soon as we made our complaint formal, the head threatened us with being banned from school premises, without foundation, He then tried to present falsified documentation to the governors with a letter with the date altered trying to suggest to them that we presented the complaint after his threat, when it was the other way round, and was proved to them when we showed them his original letter.

An independent body should investigate school complaints where SEN children are concerned that have no links to the LA or where finances prevent them bothering to investigate. Also, there should be serious consequences to schools treating parents this way and scaring them and threatening them into submission to cover their own inadequacies. My son has suffered greatly from his old school and the stress made me really ill. The staff still make nasty comments about my son to parents currently at the school.

The whole system is flawed and we need an independent enquiry and watchdog it's disgusting the way we have been treated.

More help for parents to understand the vast and complex process of complaints procedures. Especially as they're so time consuming as it is usually vulnerable people who have to deal with these issues. Maybe the local authority should spend the money they waste on fining parents to look at why kids aren't at school and how they can be helped. Maybe that would cut down on a huge amount of complaints. Also getting rid of academy schools as my daughter has lower grades now than when she was in primary school, their teaching standards are appalling.

System is a shambles and allows neglect of Disabled children's rights to an education. Until the system penalised those who ignore legislation it will never change. Delays save money. Even the complaints system at LA needs complaining about as they are always delayed and are never solved . A complaint to my LA is just a box ticking exercise that needs to be done before LGO.

Schools following their own policies correctly and admitting when bullying is happening instead of ignoring or blaming the victim.

Serious complaints should not be investigated by school governors. All allegations of abuse in school to be investigated. Child line and NSPCC should do more when a child contacts them about their treatment in school. During school complaints process if a children's is old enough their voice should be heard. If a social worker is made aware by a child of mistreatment in school they need to act up on it. School admissions should be looking at why children are leaving schools to identify if there could be a problem. Ofsted need to look into allegations of mistreatment in schools.

Having the Local Authority actually being accountable would be good. As soon as an unlawful policy is in place there should be a body that will make the LA deal with it. My son has had no education for 6 months. He is profoundly deaf and has a whole host of other diagnoses now (all private as the LA wouldn't refer or assess because he's intelligent). He's only 8. The Head of SEND at the LA and the DfE all seem to think that telling me that tribunal in 5 months time is an acceptable way to deal with this. My son has an EHCP and a Clinical Psychology assessment stating that he can't attend school and needs his education at home. So the LA tell me to Electively home educate! The system is a joke.

The complaints procedure it's self should not involve The Head or any teachers naturally they are going to defend each other and the school . It's not fair on parents when theirs just the two of you against a panel of what is supposed to be professional teachers and governors. There is zero support out there for parents fighting for their children unless you are financially able to pay a lot of money then you can find support but why should you have to pay for help if the school for whatever reason has done wrong why should you be forced to move schools.

That the DfE and ICO work together possibly. I was scared to report to Ofsted. I was told a story by a parent that she had been treated very badly by school/la and other services after she reported to Ofsted.

After my initial complaint (about an NQT teacher victimising and shaming SEN children in her class, which was more of a request that she had more training than a full on attack) - the Headteacher decided it was personal and went on the attack. Because she could not subdue or intimidate me she went after my ASD child and intimidated and terrified her. I have found the whole process incredibly shocking and upsetting. I would like to make a formal complaint to Ofsted but I have left it a long time now, to recover from the ordeal, and I don't know how to go about it (I also think I'm too late). At the end of the day it is my word against hers and I don't know how to prove my accusations as all witnesses were colleagues and staff and other parents whose children were threatened with exclusion if they did not withdraw their complaints. It is blatant bullying and discrimination and abuse of power, but I can't prove it.

For more information please visit
www.notfineinschool.org.uk