

## **Parent of SEN pupil discovers a lack of honesty, transparency and openness in the school's complaint handling process**

The school of a Special Educational Needs (SEN) pupil will address failings in its complaints handling procedures following our assessment of the case.

A parent who spent a lot of their free time requesting information to assess and appeal their child's suspension from school, discovered flaws in the school's handling of their complaint.

The flaws related to a lack of openness, transparency and honesty from all staff involved, inconsistencies in the information relayed to the parent, a reluctance to share information and evidence and non-compliance with the school's policies.

After a lengthy and time consuming process, the parent brought the complaint to us highlighting the major weaknesses in the school's governance and record keeping in relation to this case.

Investigators from this Office contacted the school to try to resolve the parent's complaint. We highlighted the lack of record keeping on this case and reminded the school's Board of Governors (BoG) of the Principles of Administration, which public bodies must observe in creating and maintaining reliable and usable records as evidence of activities.

Following our involvement in this case, the BoG advised that they would take on all suggestions and guidance to help inform both current and future procedures in the handling of complaints.