

Case Summary
Ref: 22918
Sector: Education



Nursery school addresses record keeping and SEN policy application following parent's complaint

Parents of a nursery school child with special educational needs (SEN), raised safeguarding concerns following an incident with their child and another with the same teacher, involving a separate child.

Their child was left unattended for 20 minutes, raising concerns about the wellbeing of their child and others in the school's care. The parents complained stating that the school was not adhering to SEN policies and procedures. The school acknowledged this citing the absence of relevant paperwork and accurate records of incidents.

During the complaint process, the parents suffered injustices in the lack of communication and transparency with the school, and in the length of time taken for the Board of Governors (BoG) to complete the investigation of the complaint.

The parents contacted this Office after multiple questions remained unanswered in respect to policies and practices not being followed. They also sought an apology and requested that the school implement actions and policies to protect other children.

Investigators from this Office contacted the school to try to resolve the parent's complaint. After engaging with the BoG, they apologised for their failings in:

- Implementing the SEN and the Positive Behaviour Management policies properly;
- Keeping accurate and clear records in respect of incidents and behavioural issues; and in
- Including records and actions and outcomes in supporting pupils and their parents.

The BoG also advised that they would implement the recommendations with regard to staff training in relation to policies.