

Complaint from parents of child with ASD seeks to address the school's policy in handling SEN

Parents of a child with ASD decided to take their child out of school following incompliance with the school's Special Educational Needs (SEN) policy.

The family shared a catalogue of failings with the school's Board of Governors (BoG) to help make recommendations and improvements so that other SEN pupils are seen and heard. Their response from the school was inadequate, as it did not offer any acknowledgement or apology for failings in the delivery of its SEN policy, or promise to improve any areas listed in the complaint.

The parents pursued this case bringing it to our attention, in order to seek answers on the queries that they raised in the initial complaint. Investigators from this Office contacted the school to try to resolve the complaint. The proposal of a meeting was put forward, but it was considered to be of no benefit, so an alternative resolution was sought. This involved the BoG providing a more detailed written response to the complainant's concerns as outlined in the original complaint.

The BoG agreed to this and were required to respond back to the complainant with a written response within four week's time.