

Ofsted receive complaints about schools from a range of sources through their complaints procedure. Any complaints that include an element of safeguarding are sent to the LA to address under the statutory duty to safeguard children.

1. All complaints (CAS numbered) from Ofsted usually go to Senior School Improvement Adviser (Senior SIA). If another officer or the LADO receives the complaint, a copy should be sent to the Senior SIA.
2. Senior SIA sends complaint to relevant officer or SIA and cc's Administrator to Service Director – Education.
3. Administrator to Service Director – Education logs on spreadsheet (date, school, LA officer, ofsted ref) and creates folder and saves email and complaint in the folder.
4. SIA addresses complaint, keeps correspondence in the folder and maintains the log of actions.
5. Administrator to Service Director – Education monitors spreadsheet on a fortnightly basis and chases up any open complaints with SIA, and checks LBC response is in folder if sent.
6. SIA/Officer completes the LBC response template.
7. SIA/LA officer to maintain spreadsheet with actions and indicate when response sent to Ofsted.