

Children's Services

Locality Procedure for Ofsted and parental complaints (where there are no safeguarding concerns)

1. Purpose

This guidance sets out the management, oversight and tracking process for Ofsted or parental complaints where there are no identified safeguarding concerns. It makes clear the role of locality teams in handling these complaints.

2. Procedure

- 2.1 Ofsted complaints are received by the QA Service Manager for Safeguarding in Education. The QA Service Manager for Safeguarding in Education will acknowledge receipt to Ofsted and then determine whether the complaint should be managed by the Safeguarding Standards Adviser (if it is a safeguarding complaint) or by the locality team (all other complaints).
- 2.2 The QA Service Manager (or the QAP audits team on their behalf) record the Ofsted complaint and CAS number on the central tracker (this is in the General channel of the Ofsted Teams site.)
- 2.3 If the complaint is not a Safeguarding complaint, the QA Service Manager for Safeguarding in Education will send the complaint to the SEND Lead and the Service Manager, Virtual School.
- 2.4 The SEND Lead and the Service Manager, Virtual School will determine who is best placed to investigate and respond to this complaint and pass the details to the relevant manager in the localities.
- 2.5 The manager in the localities will complete their investigation and draft their report to Ofsted. They should draft their report using the letter template below.
- 2.6 The manager in the localities should send the draft report to the SEND Lead or Service Manager, Virtual School for Level 1 quality assurance. Once the relevant manager has completed Level 1 quality assurance, they will forward the draft report to the Head of QA and Partnerships, who will give Level 2 quality assurance and approval to the QA Service Manager for Safeguarding in Education.
- 2.7 The QA Service Manager for Safeguarding in Education should send the completed report (in PDF format) to <mailto:enquiries@ofsted.gov.uk>, copied to the Corporate Director for Education, the Education Challenge Lead and the Head Teacher of the school concerned. They should also send a copy to the parent if it is not an anonymous complaint to Ofsted and to QAPaudits@dorsetcouncil.gov.uk. **This must be within 28 days of receipt of the complaint from Ofsted.**
- 2.8 The QAP Audits team will update the central tracker and retain a copy of the report in the Schools Folder in the General Channel of the Ofsted Teams site.

Template for complaints report to Ofsted

Copy and paste this template into a Word document to start your report. Delete all guidance *in italics* once your report is completed. Square brackets indicate fields that you must update.

Dear (name of Ofsted officer)

Ofsted complaint reference: [CAS-XXXXX]

Name of school:

Date of report:

Thank you for your letter of [date] detailing the following concerns:

[add in exact text from complaint]

Investigation

I met with [name of Head Teacher] on [date] and read the records relating to this incident. I was also provided with details of the policies and procedures in place within the school relevant to [the nature of the complaint].

Add details of your investigation

Findings

Questions to consider in this area include:

Is there evidence the incident occurred?

Has the school taken satisfactory action to address the concerns?

Has the school tried to resolve the issues highlighted in the complaint with the parent, are there any further actions or recommendations needed?

Does the evidence indicate that the complaint is justified?

Detail the key evidence points and in summary say whether, in your view, they indicate that the complaint is justified, partly justified, or unjustified.

Has the school taken satisfactory action to address any evidenced concerns?

Has the school sought to resolve the issues highlighted in the complaint with the parent(s)?

Further recommendations *if applicable*

Please do contact me should you have any further queries about this complaint.

Yours sincerely

Name of investigating officer

Cc:

[Name], Corporate Director Education and Learning, Dorset Council

[Name] Education Inclusion Lead, [Locality]



[Name of headteacher and school]