

This is a Factsheet about general complaints against schools.

The Authority does not have a statutory role in resolving complaints about schools as that responsibility rests with Head Teacher and Governing Body of the school.

Therefore the Authority **cannot consider** complaints about any action taken by a school or its Governing Body in relation to the giving of instruction, conduct, curriculum, internal organisation, management or discipline.

Each school is required to have a Complaints Policy. You are entitled to request a copy and follow the guidelines provided if you need to make a complaint.

School complaints should be made direct to the Head Teacher of the school concerned, or its Chair of Governors. Contact details can be found on the following website:

http://online.carmarthenshire.gov.uk/cccapps/english/school_search/school_search.asp

There are also other systems and processes in place to deal with complaints in relation to school appeals, school exclusions and Special Educational Needs. For more information in relation to these elements please contact:

SEN - Margaret Denholm, Additional Learning Needs Manager 01267 246451

Exclusion - Anne Harrison Behaviour Management Co-ordinator 01267 246452

Admissions Appeals - Llew Thomas, School Network, Admissions and Governance Manager 01267 246469

Further information

The Advisory Centre for Education (ACE) can offer advice to parents about a range of issues regarding schools, including bullying, school admissions, exclusions and special educational needs. Its general advice line number is 0808 800 5793 and its website address is <http://www.ace-ed.org.uk/>