

- a specific complaints leaflet a



- If your child attends an **Academy** your complaint should be directed to Academies Central Unit (Academy Complaints), Education Funding Agency, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH or emailed to academyquestion@efa.education.gov.uk

Time limits for dealing with my complaint

At all stages of the complaints process those dealing with your concerns should keep within the set time limits and aim to consider and resolve your concerns as quickly as possible. However, on rare occasions there may be exceptional circumstances that result in the time limits not being met. If this should happen, new time limits should be set, and you should be given details of this together with an explanation of why the delay has occurred.

Time limit for making a complaint

You should always try to deal with any issues that cause concern as quickly as possible. If you raise a complaint more than three months after the issue is known to be a concern, it will normally be considered to be 'out of time'.

If you would like more information or details on any of the stages of the complaints procedure you can contact the SEND Information, Advice & Support Service Worcestershire on 01905 768153 or Herefordshire 01432 260955.

Useful Contacts

SEND Information, Advice & Support Service

Worcestershire:

Tel: 01905 768153

Email: sendiass@worcestershire.gov.uk

Herefordshire:

Tel: 01432 260955

Email: sendias@herefordshiii@Eil



<https://contact.ofsted.gov.uk/online-complaints?q=onlinecomplaints>

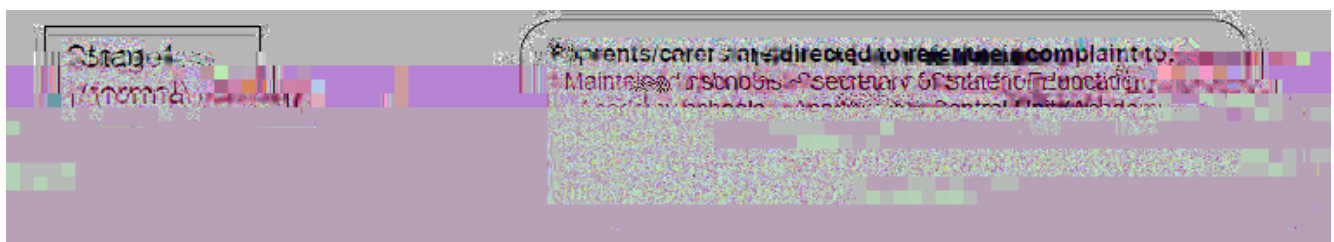
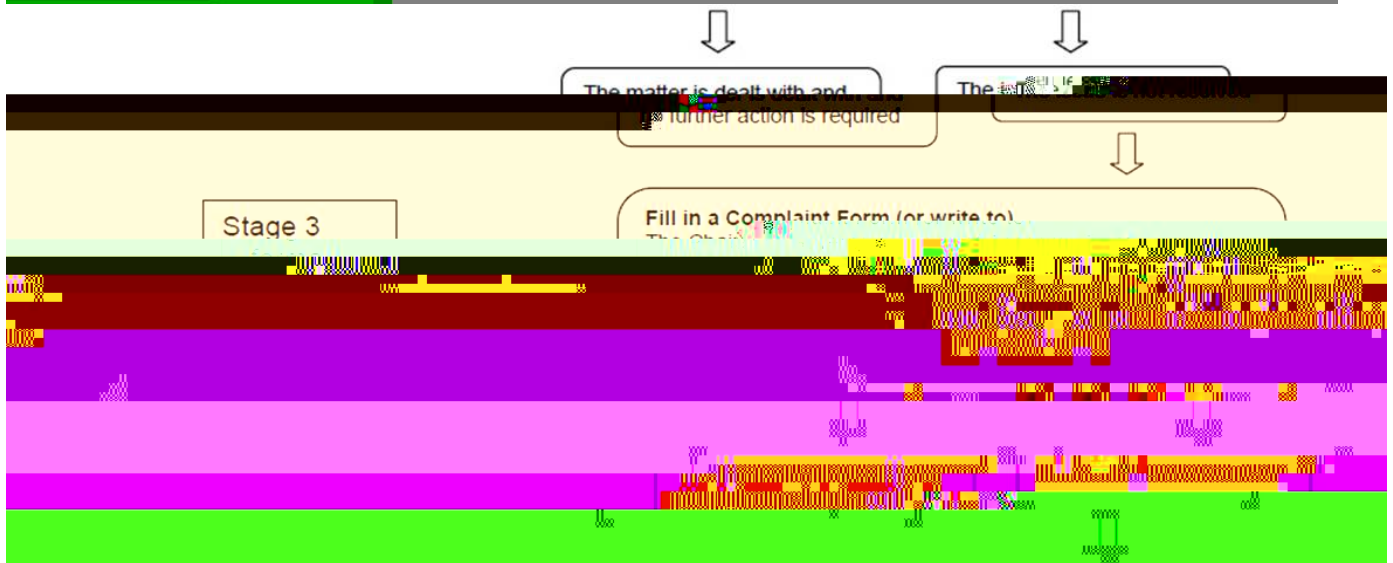
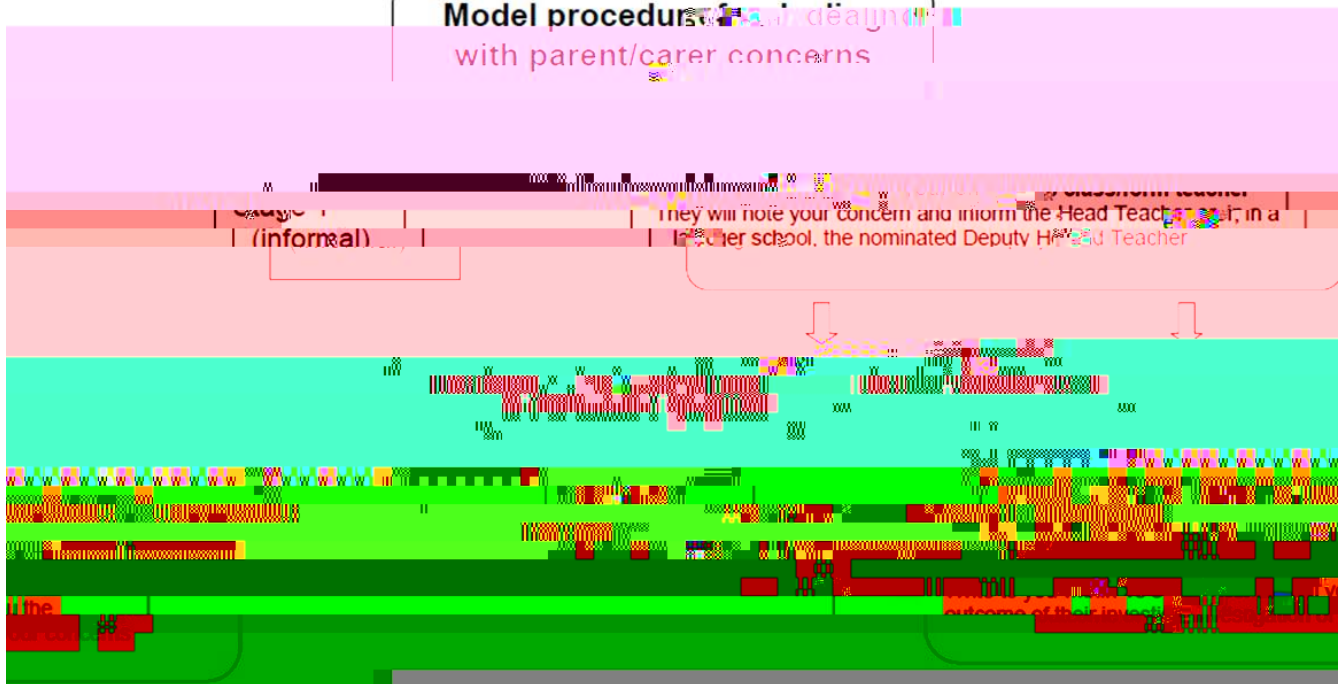
Freedom of Information and data protection

<https://ico.org.uk/for-the-public/>

Special Educational Needs & Disability (SEND) Tribunal



Model procedure for dealing
with parent/carer concerns





Information, Advice
and Support Service
Herefordshire &
Worcestershire