

Comments, Compliments and Complaints

Information for Parents and Carers

This information covers the following Wakefield Resource Provisions:

Resources for Deaf & Hearing Impaired pupils

Castleford Academy
Rookeries Primary Academy

Resource for Visually Impaired pupils

Crofton Academy

Communication Resource Provision

St Thomas à Becket Catholic College
St Wilfrid's Catholic High School
Methodist Primary School
Northfield Primary School

Resource Provision helps children and young people, so that, as adults, they can:

- Get the best qualifications possible
- Live independent lives
- Have a job that they are happy with
- Function in society
- Have friends and relationships
- Be safe

Your views are important to us.

We aim to use your feedback to make improvements.

<p>How do parents communicate with the resource?</p>	<p>Parents can get in touch with us in a number of ways:</p> <ul style="list-style-type: none">• Telephone• SMS message (secondary)• Written note in home school book (primary)• Written note sent via child/young person• Email• Meeting: We're happy to meet with parents. Just get in touch so we can agree a time. <p>Generally, students arrive by taxi from across the district. This may make it more difficult to see parents as often as a local mainstream school might. However, we are committed to an open door policy for parents.</p>
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<p>Who do I make compliments or complaints to?</p>	<p>Your first point of contact is the resource staff.</p> <p>The vast majority of issues can be resolved informally, often straight away, by the resource staff.</p> <p>Regarding actions or decisions made by the resource: If any issue is not appropriately dealt with by the resource, the next step is to contact SENSS (contact diagram on the final page).</p> <p>Regarding your son/daughter's experience in mainstream lessons, if it relates to actions or decisions made by a mainstream teacher: Please let the resource know. We may be able to easily deal with it. If not, we may direct you to the relevant member of school staff (such as a mainstream teacher, or appropriate member of the school leadership team). The school's own compliments & complaints policy is then likely to apply.</p>
<p>Why don't I take issues about the resource to the school head teacher?</p>	<p>The resource is on a mainstream site and resource students are part of the mainstream school.</p> <p>However, the resource is managed and funded directly by Wakefield Council.</p> <p>This means Wakefield Council are responsible for issues about the resource and not the head teacher. SENSS is part of Wakefield Council.</p>
<p>How can I contact SENSS?</p>	<p>Please see the line management diagram on the final page.</p>
<p>Do students whose parents complain receive less favourable treatment?</p>	<p>No.</p> <p>If you think this is happening, please contact the SENSS management team at County Hall (01924 303660).</p>
<p>Is there independent support for parents?</p>	<p>Yes. The independent support service is called SENDIASS (Special Education Needs and Disabilities Independent Advice and Support Service).</p> <p>Services offered include:</p> <ul style="list-style-type: none"> • Information for parents/carers on SEN policies, procedures and provision

	<ul style="list-style-type: none"> • Advice on individual cases through a telephone help-line or home visits • Support with paperwork and preparing for and attending meetings. <p>If you are dissatisfied with any aspect of our resource provision, including how we are dealing with your issues, please contact SENDIASS:</p> <ul style="list-style-type: none"> • 01924 379 015 • Val.Railton@kids.org.uk • Gary.Cooper@kids.org.uk
Will the resource always deal with the issue themselves?	<p>This depends on the nature and seriousness of the issues raised. The resource staff may take advice or pass issues on to their line managers at SENSS.</p> <p>For issues about mainstream provision, mainstream school colleagues may be better placed to address your issue.</p>
Will the resource deal with the issue in confidence?	<p>We will normally discuss sharing information with you if this is going to happen. However, in general, we are likely to pass compliments on to the team members who have earned that compliment.</p>
Are there issues that parents have to use different procedures for?	<p>Yes. This happens when there are separate procedures, which have been set out in law, for particular issues:</p> <ol style="list-style-type: none"> 1 – Fixed term exclusion – you have the right to make representations to a governor’s pupil discipline committee. 2 – Permanent Exclusion – you have the right of appeal to an independent panel. 3 – Statements/EHC Plans – you have the right of appeal to an independent SEND Tribunal.

Resource/SENSS Line Management Structure

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