



Brentwood Diocese Education Service

Complaints Procedure for Section 48 Inspections

Introduction

The Brentwood Education Service (BDES) has a rigorous quality assurance procedure in place to enable Section 48 inspections to be carried out in a professional manner within a good working relationship with the school.

There are occasions where concerns are raised by the school. In most cases these can be resolved at school level through discussion with the lead inspector.

Informal stage

Concerns should be addressed as soon as they arise before or during the inspection. It is the responsibility of the school to bring any concerns to the attention of the lead inspector who has a duty to respond. During the inspection feedback meeting, the inspector will ask the Headteacher if they have any concerns or complaints they wish to raise about the inspection. It is only where the school feels there has not been a satisfactory resolution that the formal stage should be applied.

Formal stage

If the complaint is regarding the conduct of an inspector the complaint must be made using the Diocesan Complaints Procedure. This is available from BDES.

If the complaint is about content or judgements, it should be put in writing by either the headteacher or the Chair of Governors within five school days of the school receiving the first draft of the report:

- The complaint must be sent to the Section 48 Co-ordinator at the Education Service.
- The complaint will be investigated by the BDES Section 48 Co-ordinator or an independent Section 48 Co-ordinator from another diocese. A response will be sent to the Headteacher and Chair of Governors within 10 school days of receiving the complaint.
- If the school is dissatisfied with the decision of the relevant Section 48 Co-ordinator, the school can appeal to the Director of Education within five school days of receiving the response from the Section 48 Co-ordinator.
- The Director will respond to the school within 10 school days. The Director's decision is final.

Detail of the complaint

It is important the complaint contains all the information with all the points the school want considered. The reasons for the complaint must be stated clearly.

Complaints will only be considered where judgements were made on the basis of factual information which proves to be inaccurate; the inspector failed to take into account evidence that was made available to her/him during the inspection, and had the inspector used it, s/he would have come to a

different judgement; the judgement given does not correlate with the evidence used and the Grade Descriptors.

Consideration cannot be given to evidence not made available to the inspector during the inspection or to developments put in place since the inspection.