

COUNCIL ASSEMBLY

(ORDINARY)

WEDNESDAY 25 JANUARY 2012

PUBLIC QUESTION TIME

1. QUESTION FROM SHIVONNE SMART TO THE CABINET MEMBER FOR CHILDREN'S SERVICES

Could the member confirm that all community schools in Southwark have an accessible complaints procedure in operation?

RESPONSE

Yes. The Education Act 2002 requires all governing bodies to have a procedure to deal with complaints relating to aspects of the school and to any community facilities or services that the school provides. The law also requires that the procedure must be publicised. The governor development team has provided a model policy which has been adopted by most schools. Others have adopted their own version of it.