

COUNCIL ASSEMBLY

(ORDINARY MEETING)

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.

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

Thank you, the policy referred to in your response has not been publicised at all, I have waited 18 months for the schools complaints policy. I have a petition signed by parents of Goose Green Primary School to raise the issues of no accountability to parents. Parents being banned from bringing children to their school. Could the cabinet member confirm if there has been a change in policing policy which enables the police to deliver transfer forms to parents' homes on behalf of schools, as one particular school is doing this? Can the members support a whistle blowing policy to enable parents and teachers to report on bad practices to protect them from school management repercussions?

RESPONSE

Thank you very much for your question and thanks for raising this with me, the identity of the school, because of course in your original question you didn't mention that. I am happy to take this away and look into it myself, Goose Green being a maintained community school in the borough. The law is very clear that they should have a complaints procedure and that it should be publicised so if you are suggesting that it is not the case then I shall certainly go away and look in to that.