

Summary: Chapter 9 - When things go wrong

Bullying: Head Teachers have a legal duty to tackle bullying. In most cases things improve when it is reported.

All schools have an anti-bullying policy. Parents should find out what it says and follow it.

Keep a record and ask for a meeting if you are concerned. Involve the Education Welfare Service if it is affecting your child's ability to attend school. Remember that it is not legal to keep your child off school.

Exclusion: Only the Head Teacher can exclude and it must be for a serious breach of the school's rules. It must be fully investigated by the Head Teacher. Children with SEN should not be excluded unless the circumstances are exceptional and everything else has been tried.

Exclusion must be for a specified period and plans must be made for the pupil's education to continue. Even a short exclusion should be discussed with the SENCO.

Parents must immediately be notified in writing and must be told how they can appeal.

Contact the Education Welfare Service for advice on exclusions. Supportive Parents can help too.

Complaints: If you have a complaint, go first to the person who is responsible and ask for a meeting to discuss your concerns.

If this doesn't help, find out about the formal complaints procedure and follow it carefully.

Put your concerns in writing if possible and provide evidence. Supportive Parents can help with this.

Think about what would help to resolve the situation and try to keep an open mind.

Find out about the Disagreement Resolution service. This is an independent, free service that may also be able to help.

SEND- The SEN and Disability Tribunal: is an independent body, set up to hear appeals from parents if they don't agree with the local authority's decision about their child's statutory assessment or Statement, or concerning claims of disability discrimination.

There are specific grounds for appeal. Parents must provide evidence to support their appeal and must keep to deadlines.

All evidence will be shared between parents and the local authority. Both sides can offer reports and bring witnesses in support of their case.

Supportive Parents can support, but cannot represent parents, through the process.