

## Education Related Complaints 2011/12

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### REASON FOR ITEM

Using feedback from residents to improve services is a key element of the Councils' approach to put residents first in Hillingdon. This includes feedback in the form of complaints. This report provides the Education and Children's Services Policy Overview Committee with a summary of the complaints received relating to Education Services in the year ending 31 March 2012.

### OPTIONS AVAILABLE TO THE COMMITTEE

Members of the Committee discuss and comment on the annual report and use the report to inform their overview activities.

1. Members of the Committee note the contents of the report relating to education services complaints received in the year 2011/12.
2. Members of the Committee agree to raise any concerns with the relevant Cabinet member

### INFORMATION

3. In the year ending 31 March 2012, the Local Authority received 12 complaints related to Educations Services, summarized as follows:
  - School admissions – 7 complaints – all complaints were related to requests for further information from parents which could not be provided at the time of request
  - Youth Services – 1 complaint – concerning staff conduct
  - Specific school – 1 complaint – received about a parking issue and a member of staff
  - School Improvement – 1 complaint – concerning staff conduct
  - Adult education – 1 complaint – concerning a response to an enquiry
  - Education psychology – 1 complaint – concerning the assessment process
4. Nearly all the complaints were successfully resolved at an early stage (stage 1). Just one complaint progressed to stage 2 which was subsequently resolved.

### BACKGROUND PAPERS

None.

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PART 1 – MEMBERS, PUBLIC AND PRESS