Featherstone Integrated Resource
Featherstone Academy
Pontefract Road
Featherstone
WF7 5AJ
(01977) 698 000

Comments, Compliments and Complaints

Your views are important. We aim to use your feedback to make improvements (whether it's a general comment, compliment or complaint).

How do parents communicate with the resource?

You can get in touch with us in a number of ways:

- Telephone
- Text message to the Teacher in Charge
- Email
- Meeting: We're happy to meet with parents. Please get in touch so we can agree a time.

Generally, pupils arrive by taxi from across the district. This may make it more difficult to see parents as often as a local mainstream school might. However, we are committed to an open door policy for parents.

Will the resource always deal with the issue themselves?

This depends on the nature of the issue. The resource staff may take advice from or pass issues to their line manager at WISENDSS.
For issues about mainstream provision, the Featherstone Academy leadership team may be the better people to respond.

Who do I make compliments or complaints to?

Your first point of contact is the resource staff.

- ✓ If you have a compliment, we'd be delighted to hear it from you directly.
- ✓ If you have an issue, most of these can be resolved informally, often straight away, by the resource staff.

Regarding actions or decisions made by the resource: If you feel that any concern has not been fairly dealt with by the resource staff, the next step is to contact WISENDSS (see over for contact details).

Regarding your child's experience in mainstream lessons, if it relates to actions or decisions made by a member of mainstream staff: Please let the resource know. We may be able to easily deal with it. If not, we can direct you to the right person (such as a mainstream teacher, or a member of the academy leadership team). The Featherstone Academy complaints policy is then likely to apply.

Why don't I take issues about the resource to the academy head teacher?

The resource is on a mainstream site and resource pupils are part of the mainstream school. However, the resource is managed directly by Wakefield Council. This means Wakefield Council are generally responsible for issues about the resource and not the head teacher. WISENDSS is part of Wakefield Council.

Do pupils whose parents complain receive less favourable treatment?

No. If you think this is happening, please contact the WISENDSS manager at Wakefield One.

Is there independent support for parents?

Yes. The independent support service is called SENDIASS (Special Education Needs and Disabilities Independent Advice and Support Service.
Services offered include:

- ✓ Information for parents/carers on SEN policies, procedures and provision
- ✓ Advice on individual cases through a telephone help-line or home visits
- ✓ Support with paperwork and preparing for and attending meetings.

SENDIASS is run by an independent team called WESAIL:

- ✓ 01924 965 588
- ✓ Wesail@family-action.org.uk

Will the resource deal with the issue in confidence?

We will normally discuss sharing information with you if this is going to happen. However, in general, we pass all compliments on to the team members who have earned that compliment.

Are there issues that have different procedures?

Yes. This happens when there are separate guidelines, which have been set out in law, for particular issues:

1. Suspensions: You have the right to make representations to a governor's pupil discipline committee.
2. Permanent Exclusion: You can appeal to governors to look again at the decision (and also an independent panel if you still disagree).
3. EHC Plans: You have the right of appeal to an independent SEND Tribunal.

Even if a complaint is about one of these issues, we still recommend chatting to our Teacher in Charge first.

How do I get in touch with the WISENDSS Manager?

Jane Elliott
SEND Delivery Manager
WISENDSS
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wisendss@wakefield.gov.uk