

Training and Skills Centre

Office Suite 2/3, Accent Business Centre, 132 Barkerend Road, Bradford BD3 9BE

Inspection dates

20 February 2024

Overall outcome

The school does not meet all of the independent school standards that were checked during this inspection

Main inspection findings

Part 1. Quality of education provided

Paragraphs 2(2), 2(2)(b), 2A(2), 3(b), 3(h)

- At the time of the last inspection, the school's reading and mathematics programmes were ineffective. The school has engaged with new schemes to support pupils' speaking, listening, reading and numeracy skills.
- Pupils' attitudes to their learning have improved. Pupils show an interest in lessons. Pupils appreciate the opportunities presented to them at this setting.
- These standards are now met.

Paragraphs 2(1), 2(1)(a), 2(1)(b), 2(1)(b)(i), 2(2)(d), 2(2)(d)(ii), 2(2)(h), 2(2)(i)

- The school's inspection in November 2022 found that the quality of education that pupils received was poor. The school's action plan did not prioritise improving the school's curriculum swiftly enough. As a result, some subjects such as science; personal, social and health education; and art do not have complete schemes of work. These schemes do not take into consideration the needs of the pupils or their prior knowledge. Pupils in Years 10 and 11 complete the same activities. The school does not adapt work to meet their individual needs.
- Pupils do not have the opportunity to make progress, as the schemes of work do not consider what they already know.
- The school's action plan asserted that there would be new schemes of work to support the teaching of protected characteristics and fundamental British values. Pupils' understanding of these aspects is weak.
- These standards remain unmet.

Paragraphs 2(2)(e), 2(2)(e)(i)

- During the previous inspection, the school did not have a careers education programme that provided independent advice.
- While the school has plans to use an independent careers adviser this has not happened.

- These standards remain unmet.

Paragraphs 3, 3(a), 3(c), 3(d), 3(e), 3(f), 3(g)

- In November 2022, the teaching staff did not have strong subject knowledge or expertise. This continues to be a concern. Misconceptions are not addressed during lessons or in pupils' books. For example, the school marks the answers to some mathematics problems correct when they are wrong.
- There is a heavy reliance on using the programme's worksheets. This significantly limits the range of classroom resources available to pupils to support their learning.
- The school does have an assessment process. However, it is not used effectively to impact on future planning or to adapt lessons for pupils.
- These standards remain not met.

Part 2. Spiritual, moral, social and cultural development of pupils

Paragraphs 5(b)(i), 5(b)(ii), 5(b)(iii), 5(b)(iv), 5(b)(v), 5(c), 5(d), 5(d)(i), 5(d)(ii), 5(d)(iii)

- In November 2022, the school did not have a relationships and sex education (RSE) policy or programme.
- Since this inspection, the school has developed a policy for RSE and is following Department for Education (DfE) statutory guidance to provide RSE education.
- Previously, the behaviour of some pupils was challenging and disrespectful. This has significantly improved since the last inspection. Pupils accept responsibility for their behaviour and respond swiftly to instructions.
- Pupils speak with confidence about other religions, beliefs and cultures. They experience visits from the police or to the tribunal courts to strengthen their understanding of public institutions.
- These standards are now met.

Paragraphs 5, 5(a), 5(b), 5(b)(vi), 5(b)(vii)

- At the time of the last inspection, the school's personal development programme did not promote fundamental British values or protected characteristics. The school's action plan did not provide assurance that this would be sufficiently developed.
- The school's spiritual, moral, social and cultural education remains underdeveloped. Pupils have a limited understanding of aspects of British values, such as democracy.
- These standards remain unmet.

Part 3. Welfare, health and safety of pupils

Paragraphs 7, 7(a), 9, 9 (b), 13, 16, 16(a), 16(b)

- At the previous inspection, the school did not manage pupils' behaviour well. Arrangements for safeguarding and pupils' welfare were not effective during the last inspection.
- The school urgently addressed these issues to ensure that safeguarding and behaviour policies, procedures and practices now protect pupils.

- The school has put in place detailed safeguarding documentation and individual risk assessments. These outline the control measures that the proprietor and school leaders have put in place to keep pupils safe.
- Pupils' behaviour in lessons is compliant with the school's behaviour approach. Pupils respond positively to the behaviour management strategies that staff use.
- These standards are now met.

Paragraphs 11, 12

- At the last inspection, the school did not comply with fire regulations. It has begun to regularly practice evacuations. However, the school does not have assurances that the external premises manager has completed the additional fire safety checks. These routine checks include checking the fire alarm and emergency lighting.
- At the last inspection, the school did not have an appropriate health and safety policy in place. The school now has a written health and safety policy; however, the proprietor has not made sure that the school's health and safety policy is effectively implemented.
- This standard remains unmet.

Paragraph 15

- In November 2022 there were no admissions or attendance registers. Admissions and attendance registers are now in place but they do not fulfil the criteria outlined in the Education Regulations 2006.
- This standard is not met.

Part 4. Suitability of staff, supply staff, and proprietors

Paragraphs 18(2), 18(2)(a), 18(2)(b), 18(2)(d), 18(3), 19(2), 19(2)(a), 19(2)(a)(i), 19(2)(a)(i)(aa), 19(2)(a)(i)(bb), 19(2)(a)(i)(cc), 19(2)(a)(i)(dd), 19(2)(a)(ii), 19(2)(b), 19(2)(c), 19(2)(d), 19(2)(d)(i), 19(2)(d)(ii), 19(3), 20(6), 20(6)(a), 20(6)(a)(i), 20(6)(a)(ii), 21(1), 21(2), 21(3), 21(3)(a), 21(3)(a)(ii), 21(3)(a)(iii), 21(3)(a)(v), 21(3)(a)(vi), 21(3)(a)(vii), 21(3)(b), 21(5), 21(5)(a), 21(5)(a)(i), 21(5)(a)(ii), 21(5)(b), 21(5)(c), 21(6)

- At the time of the last inspection, all standards relating to the checks completed on the suitability of staff and proprietors were not met. This put pupils at risk of harm.
- The single central record is now compliant. The school has systems and procedures in place to ensure that the staff they employ undergo appropriate vetting measures. All required checks for staff employed by the school have been completed.
- All standards in this part are now met.

Part 5. Premises of and accommodation at schools

Paragraphs 23(1), 23(1)(a), 23(1)(b), 24(1), 24(1)(b), 24(2), 28(1), 28(1)(d), 29(1), 29(1)(b)

- At the time of the last inspection, there were no separate toilet facilities for the sole use of pupils. The school now has dedicated the ground floor toilet facilities for the sole use of pupils, with floor to ceiling walls. Staff utilise amenities on an upper floor. The water temperature in these toilets does not pose a scolding risk.
- At the previous inspection, there was not a suitable outdoor space for pupils to access at breaktime. The pupils shared the area with staff from the offices that occupy the

remainder of the building. The school now ensures that there is sufficient supervision and sole access to the outdoor space for Training and Skills pupils at breaktime.

- Previously, the accommodation for first aid was not readily available or suitable. The school has resolved this. They now have appropriate facilities in place for the short term care of sick and injured pupils. These facilities are always accessible throughout the school day.
- These standards are met.

Part 6. Provision of information

Paragraphs 32(1), 32(1)(a), 32(1)(b), 32(2), 32(2)(a), 32(2)(b), 32(2)(b)(i), 32(3), 32(3)(a), 32(3)(b), 32(3)(d), 32(3)(e), 32(3)(f)

- At the time of the last inspection, the school failed to ensure that it provided the relevant information to parents of pupils and parents of prospective pupils. This included a high number of policies that did not align with the Independent School Standards.
- The school has swiftly addressed this issue and is able to now demonstrate that it publishes all the correct information on the school's website. This information is readily available to parents and carers.
- The school now meets all the standards in this part.

Part 7. Manner in which complaints are handled

Paragraphs 33, 33(f), 33(g), 33(h), 33(i), 33(i)(i), 33(j), 33(j)(i), 33(j)(ii)

- At the time of the last inspection, the school did not have a comprehensive procedure for handling complaints.
- The school has worked at pace to rectify this. The school now has a policy in place that ensures that complaints are managed fairly. There is a process in place for a panel hearing with independent representatives. The school did not receive any formal complaints in the preceding school year.
- The standards in this part are all met.

Part 8. Quality of leadership in and management of schools

Paragraphs 34(1), 34(1)(a), 34(1)(b)

- At the previous standard inspection all the standards in part 8 were not met. The school's subsequent action plan was not found to be effective in supporting the school to meet these standards.
- The school is now working with an external provider to improve various facets of their provision, such as their curriculum and safeguarding. Some aspects of the school have improved significantly, such as safeguarding, premises, complaints and the provision of information. However, there remain a significant number of unmet standards in part 1, which relates to the quality of education, as well as in part 2, which relates to the provision for spiritual, moral, social and cultural development. There are further unmet standards which relate to the health and safety of pupils in part 3.
- These standards remain unmet.

Schedule 10 of the Equality Act 2010

- The school does not have an accessibility plan that fulfils the requirements of schedule 10 of the Equality Act 2010.

Compliance with regulatory requirements

The school does not meet the requirements of the schedule to The Education (Independent School Standards) Regulations 2014 ('the independent school standards') and associated requirements that were checked during this inspection, as set out in the annex of this report. This included the standards and requirements that the school was judged to not comply with at the previous inspection. Not all of the standards and associated requirements were checked during this inspection.

School details

Unique reference number	141603
DfE registration number	380/6011
Inspection number	10326285

This inspection was carried out under section 109(1) and (2) of the Education and Skills Act 2008, the purpose of which is to advise the Secretary of State for Education about the school's suitability for continued registration as an independent school.

Type of school	Independent school
School status	Independent special school
Age range of pupils	14 to 16
Gender of pupils	Mixed
Number of pupils on the school roll	10
Number of part-time pupils	0
Proprietor	Omar Ditta
Headteacher	Mrs Savannah Ditta
Annual fees (day pupils)	£95 a day
Telephone number	01274 304151
Website	www.trainingandskillscentretsc.com
Email address	trainingandskillscentre@outlook.com
Date of previous standard inspection	23 to 25 November 2022

Information about this school

- This school's previous standard inspection was in November 2022. This was carried out under section 109(1) and (2) of the Education and Skills Act 2008.
- Training and Skills Centre caters for pupils with social, emotional and mental health needs. Pupils are dual registered at a 'host' school.
- There is one part-time qualified mathematics teacher working at the school.
- The school is situated on the ground floor of an office building.
- The school does not use any alternative provision.

Information about this inspection

- This inspection was carried out at the request of the registration authority for independent schools. The purpose of the inspection was to monitor the progress the school has made in meeting the independent school standards and other requirements that it was judged to not comply with at its previous inspection.
- Inspections are a point-in-time judgement about the quality of a school's education provision.
- The registration authority required the school to prepare the action plan because of non-compliance with the independent school standards being identified on the previous standard inspection. This proposed action plan was found not to be acceptable on 5 May 2023.
- This was the first monitoring inspection to take place following the standard inspection.
- The inspection was conducted without notice.
- Inspectors met with the headteacher and the proprietor (via a telephone call).
- Inspectors looked at the curriculum design and spoke to the headteacher about the schemes of work.
- Inspectors had a tour of the school to check the safety of the premises.
- To evaluate the effectiveness of safeguarding, the inspectors: reviewed the single central record; took account of the views of leaders, staff and pupils; and considered the extent to which the school has created an open and positive culture around safeguarding that puts pupils' interests first.
- Inspectors met with staff and pupils to gain their views.

Inspection team

Alison Stephenson, lead inspector

His Majesty's Inspector

Pauline Rowland

Ofsted Inspector

Annex. Compliance with regulatory requirements

The school does not meet the following independent school standards

Standards that were not met at the previous inspection and remain un-met at this inspection

Part 1. Quality of education provided

- 2(1) The standard in this paragraph is met if-
 - 2(1)(a) the proprietor ensures that a written policy on the curriculum, supported by appropriate plans and schemes of work, which provides for the matters specified in sub-paragraph (2) is drawn up and implemented effectively; and
 - 2(1)(b) the written policy, plans and schemes of work-
 - 2(1)(b)(i) take into account the ages, aptitudes and needs of all pupils, including those pupils with an EHC plan; and
 - 2(2)(d) personal, social, health and economic education which-
 - 2(2)(d)(ii) encourages respect for other people, paying particular regard to the protected characteristics set out in the 2010 Act[9];
 - 2(2)(e) for pupils receiving secondary education, access to accurate, up-to-date careers guidance that-
 - 2(2)(e)(i) is presented in an impartial manner;
 - 2(2)(h) that all pupils have the opportunity to learn and make progress; and
 - 2(2)(i) effective preparation of pupils for the opportunities, responsibilities and experiences of life in British society.
- 3 The standard in this paragraph is met if the proprietor ensures that the teaching at the school-
 - 3(a) enables pupils to acquire new knowledge and make good progress according to their ability so that they increase their understanding and develop their skills in the subjects taught;
 - 3(c) involves well planned lessons and effective teaching methods, activities and management of class time;
 - 3(d) shows a good understanding of the aptitudes, needs and prior attainments of the pupils, and ensures that these are taken into account in the planning of lessons;
 - 3(e) demonstrates good knowledge and understanding of the subject matter being taught;
 - 3(f) utilises effectively classroom resources of a good quality, quantity and range;
 - 3(g) demonstrates that a framework is in place to assess pupils' work regularly and thoroughly and use information from that assessment to plan teaching so that pupils can progress;

Part 2. Spiritual, moral, social and cultural development of pupils

- 5 The standard about the spiritual, moral, social and cultural development of pupils at the school is met if the proprietor-
 - 5(a) actively promotes the fundamental British values of democracy, the rule of law, individual liberty, and mutual respect and tolerance of those with different faiths and beliefs;
 - 5(b) ensures that principles are actively promoted which-

- 5(b)(vi) encourage respect for other people, paying particular regard to the protected characteristics set out in the 2010 Act; and
- 5(b)(vii) encourage respect for democracy and support for participation in the democratic process, including respect for the basis on which the law is made and applied in England;

Part 3. Welfare, health and safety of pupils

- 11 The standard in this paragraph is met if the proprietor ensures that relevant health and safety laws are complied with by the drawing up and effective implementation of a written health and safety policy.
- 12 The standard in this paragraph is met if the proprietor ensures compliance with the Regulatory Reform (Fire Safety) Order 2005[12].
- 15 The standard in this paragraph is met if the proprietor ensures that an admission and attendance register is maintained in accordance with the Education (Pupil Registration) (England) Regulations 2006[13].

Part 8. Quality of leadership in and management of schools

- 34(1) The standard about the quality of leadership and management is met if the proprietor ensures that persons with leadership and management responsibilities at the school-
 - 34(1)(a) demonstrate good skills and knowledge appropriate to their role so that the independent school standards are met consistently;
 - 34(1)(b) fulfil their responsibilities effectively so that the independent school standards are met consistently; and

The school now meets the following requirements of the independent school standards

Part 1. Quality of education provided

- 2(2) For the purposes of paragraph (2)(1)(a), the matters are-
 - 2(2)(b) that pupils acquire speaking, listening, literacy and numeracy skills;
- 2(A)(2) Arrangements made by the proprietor for the purposes of sub-paragraph (1)(b) must ensure that where a pupil's parent requests that the pupil is wholly or partly excused from sex education provided as part of relationships and sex education, the pupil is so excused until the request is withdrawn, unless or to the extent that the head teacher considers that the pupil should not be so excused.
- 3(b) fosters in pupils self-motivation, the application of intellectual, physical and creative effort, interest in their work and the ability to think and learn for themselves;
- 3(h) utilises effective strategies for managing behaviour and encouraging pupils to act responsibly;

Part 2. Spiritual, moral, social and cultural development of pupils

- 5(b)(i) enable pupils to develop their self-knowledge, self-esteem and self-confidence;

- 5(b)(ii) enable pupils to distinguish right from wrong and to respect the civil and criminal law of England;
- 5(b)(iii) encourage pupils to accept responsibility for their behaviour, show initiative and understand how they can contribute positively to the lives of those living and
- 5(b)(iv) enable pupils to acquire a broad general knowledge of and respect for public institutions and services in England;
- 5(b)(v) further tolerance and harmony between different cultural traditions by enabling pupils to acquire an appreciation of and respect for their own and other cultures;
- 5(c) precludes the promotion of partisan political views in the teaching of any subject in the school; and
- 5(d) takes such steps as are reasonably practicable to ensure that where political issues are brought to the attention of pupils-
 - 5(d)(i) while they are in attendance at the school,
 - 5(d)(ii) while they are taking part in extra-curricular activities which are provided or organised by or on behalf of the school, or
 - 5(d)(iii) in the promotion at the school, including through the distribution of promotional material, of extra-curricular activities taking place at the school or elsewhere,

Part 3. Welfare, health and safety of pupils

- 7 The standard in this paragraph is met if the proprietor ensures that-
 - 7(a) arrangements are made to safeguard and promote the welfare of pupils at the school; and
- 9 The standard in this paragraph is met if the proprietor promotes good behaviour amongst pupils by ensuring that-
 - 9(b) the policy is implemented effectively; and
- 13 The standard in this paragraph is met if the proprietor ensures that first aid is administered in a timely and competent manner by the drawing up and effective implementation of a written first aid policy.
- 16 The standard in this paragraph is met if the proprietor ensures that-
 - 16(a) the welfare of pupils at the school is safeguarded and promoted by the drawing up and effective implementation of a written risk assessment policy; and
 - 16(b) appropriate action is taken to reduce risks that are identified.

Part 4. Suitability of staff, supply staff and proprietors

- 18(2) The standard in this paragraph is met if-
 - 18(2)(a) no such person is barred from regulated activity relating to children in accordance with section 3(2) of the 2006 Act where that person is or will be engaging in activity which is regulated activity within the meaning of Part 1 of Schedule 4 to that Act;
 - 18(2)(b) no such person carries out work, or intends to carry out work, at the school in contravention of a prohibition order, an interim prohibition order, or any direction made under section 128 of the 2008 Act or section 142 of the 2002 Act, or any disqualification, prohibition or restriction which takes effect as if contained in either such direction;
 - 18(2)(d) the proprietor ensures that, where relevant to any such person, an enhanced criminal record check is made in respect of that person and an enhanced criminal record certificate is obtained before or as soon as practicable after that person's appointment;

- 18(3) The checks referred to in sub-paragraphs (2)(c) and (except where sub-paragraph (4) applies) (2)(e) must be completed before a person's appointment.
- 19(2) The standard in this paragraph is met if-
 - 19(2)(a) a person offered for supply by an employment business to the school only begins to work at the school if the proprietor has received-
 - 19(2)(a)(i) written notification from the employment business in relation to that person-
 - 19(2)(a)(i)(aa) that the checks referred to in paragraph 21(3)(a)(i) to (iv), (vii) and (b) have been made to the extent relevant to that person;
 - 19(2)(a)(i)(bb) that, where relevant to that person, an enhanced criminal record check has been made and that it or another employment business has obtained an enhanced criminal record certificate in response to such a check;
 - 19(2)(a)(i)(cc) if the employment business has obtained such a certificate before the person is due to begin work at the school, whether it disclosed any matter or information; and
 - 19(2)(a)(i)(dd) that, where that person is one for whom, by reason of that person living or having lived outside the United Kingdom, obtaining such a certificate is not sufficient to establish the person's suitability to work in a school, it or another employment business has obtained such further checks as appropriate, having regard to any guidance issued by the Secretary of State; and
 - 19(2)(a)(ii) a copy of any enhanced criminal record certificate obtained by an employment business before the person is due to begin work at the school;
 - 19(2)(b) a person offered for supply by an employment business only begins work at the school if the proprietor considers that the person is suitable for the work for which the person is supplied;
 - 19(2)(c) before a person offered for supply by an employment business begins work at the school the person's identity is checked by the proprietor of the school (irrespective of any such check carried out by the employment business before the person was offered for supply);
 - 19(2)(d) the proprietor, in the contract or other arrangements which the proprietor makes with any employment business, requires the employment business to provide-
 - 19(2)(d)(i) the notification referred to in paragraph (a)(i); and
 - 19(2)(d)(ii) a copy of any enhanced criminal record certificate which the employment business obtains,
- 19(3) Except in the case of a person to whom sub-paragraph (4) applies, the certificate referred to in sub-paragraph (2)(a)(i)(bb) must have been obtained not more than 3 months before the date on which the person is due to begin work at the school.
- 20(6) The standard in this paragraph is met in relation to an individual ("MB"), not being the Chair of the school, who is a member of a body of persons corporate or unincorporate named as the proprietor of the school in the register or in an application to enter the school in the register, if-
 - 20(6)(a) MB-
 - 20(6)(a)(i) is not barred from regulated activity relating to children in accordance with section 3(2) of the 2006 Act where that individual is or will be engaging in activity which is regulated activity within the meaning of Part 1 of Schedule 4 of that Act; and

- 20(6)(a)(ii) does not carry out work, or intend to carry out work, at the school in contravention of a prohibition order, an interim prohibition order, or any direction made under section 128 of the 2008 Act or section 142 of the 2002 Act or any disqualification, prohibition or restriction which takes effect as if contained in either such direction;
- 21(1) The standard in this paragraph is met if the proprietor keeps a register which shows such of the information referred to in sub-paragraphs (3) to (7) as is applicable to the school in question.
- 21(2) The register referred to in sub-paragraph (1) may be kept in electronic form, provided that the information so recorded is capable of being reproduced in legible form.
- 21(3) The information referred to in this sub-paragraph is-
 - 21(3)(a) in relation to each member of staff ("S") appointed on or after 1st May 2007, whether-
 - 21(3)(a)(ii) a check was made to establish whether S is barred from regulated activity relating to children in accordance with section 3(2) of the 2006 Act;
 - 21(3)(a)(iii) a check was made to establish whether S is subject to any direction made under section 128 of the 2008 Act or section 142 of the 2002 Act or any disqualification, prohibition or restriction which takes effect as if contained in such a direction;
 - 21(3)(a)(v) an enhanced criminal record certificate was obtained in respect of S;
 - 21(3)(a)(vi) checks were made pursuant to paragraph 18(2)(d);
 - 21(3)(a)(vii) a check of S's right to work in the United Kingdom was made; and
 - 21(3)(b) in relation to each member of staff ("S"), whether a check was made to establish whether S is subject to a prohibition order or an interim prohibition order, including the date on which such check was completed.
- 21(5) The information referred to in this sub-paragraph is, in relation to supply staff-
 - 21(5)(a) whether written notification has been received from the employment business that-
 - 21(5)(a)(i) checks corresponding to those referred to in sub-paragraph (3)(a)(i) to (iv), (vi) and (vii) have been made to the extent relevant to any such person; and
 - 21(5)(a)(ii) an enhanced criminal record check has been made and that it or another employment business has obtained an enhanced criminal record certificate in response to such a check,
 - 21(5)(b) whether a check has been made in accordance with paragraph 19(2)(e) together with the date the check was completed; and
 - 21(5)(c) where written notification has been received from the employment business in accordance with a contract or other arrangements referred to in paragraph 19(2)(d) that it has obtained an enhanced criminal record certificate, whether the employment business supplied a copy of the certificate to the school.
- 21(6) The information referred to in this sub-paragraph is, in relation each member ("MB") of a body of persons named as the proprietor appointed on or after 1st May 2007, whether the checks referred to in paragraph 20(6)(b) were made, the date they were made and the date on which the resulting certificate was obtained.

Part 5. Premises of and accommodation at schools

- 23(1) Subject to sub-paragraph (2), the standard in this paragraph is met if the proprietor ensures that-
 - 23(1)(a) suitable toilet and washing facilities are provided for the sole use of pupils;
- 24(1) The standard in this paragraph is met if the proprietor ensures that suitable accommodation is provided in order to cater for the medical and therapy needs of pupils, including-
 - 24(1)(b) accommodation for the short term care of sick and injured pupils, which includes a washing facility and is near to a toilet facility; and
- 24(2) The accommodation provided under sub-paragraphs (1)(a) and (b) may be used for other purposes (apart from teaching) provided it is always readily available to be used for the purposes set out in sub-paragraphs (1)(a) and (b).
- 28(1) The standard in this paragraph is met if the proprietor ensures that-
 - 28(1)(d) the temperature of hot water at the point of use does not pose a scalding risk to users.
- 29(1) The standard in this paragraph is met if the proprietor ensures that suitable outdoor space is provided in order to enable-
 - 29(1)(b) pupils to play outside.

Part 6. Provision of information

- 32(1) The standard about the provision of information by the school is met if the proprietor ensures that
 - 32(1)(a) the information specified in sub-paragraph (2) is provided to parents of pupils and parents of prospective pupils and, on request, to the Chief Inspector[14], the Secretary of State or an independent inspectorate[15];
 - 32(1)(b) the information specified in sub-paragraph (3) is made available to parents of pupils and parents of prospective pupils and, on request, to the Chief Inspector, the Secretary of State or an independent inspectorate;
- 32(2) The information specified in this sub-paragraph is-
 - 32(2)(a) the school's address and telephone number and the name of the head teacher;
 - 32(2)(b) either-
 - 32(2)(b)(i) where the proprietor is an individual, the proprietor's full name, address for correspondence during both term-time and holidays and a telephone number or numbers on which the proprietor may be contacted, or
- 32(3) The information specified in this sub-paragraph is-
 - 32(3)(a) particulars of the school's policy on and arrangements for admissions, misbehaviour and exclusions;
 - 32(3)(b) particulars of educational and welfare provision for pupils with EHC plans and pupils for whom English is an additional language;
 - 32(3)(d) particulars of arrangements for meeting the standards contained in paragraphs 9, 10, 11 and 13;
 - 32(3)(e) particulars of the school's academic performance during the preceding school year, including the results of any public examinations;
 - 32(3)(f) details of the complaints procedure referred to in paragraph 33, and the

number of complaints registered under the formal procedure during the preceding school year; and

Part 7. Manner in which complaints are handled

- 33 The standard about the manner in which complaints are handled is met if the proprietor ensures that a complaints procedure is drawn up and effectively implemented which deals with the handling of complaints from parents of pupils and which-
 - 33(f) where the parent is not satisfied with the response to the complaint made in accordance with sub-paragraph (e), makes provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint;
 - 33(g) ensures that, where there is a panel hearing of a complaint, one panel member is independent of the management and running of the school;
 - 33(h) allows for a parent to attend and be accompanied at a panel hearing if they wish;
 - 33(i) provides for the panel to make findings and recommendations and stipulates that a copy of those findings and recommendations is-
 - 33(i)(i) provided to the complainant and, where relevant, the person complained about; and
 - 33(j) provides for a written record to be kept of all complaints that are made in accordance with sub-paragraph (e) and-
 - 33(j)(i) whether they are resolved following a formal procedure, or proceed to a panel hearing; and
 - 33(j)(ii) action taken by the school as a result of those complaints (regardless of whether they are upheld); and

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

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