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The school does not meet all requirements in respect of procedures for handling complaints (standard 7) and must:

- set out a clear timescale for the management of a complaint at the informal stage (paragraph 7(c))
- specify that the panel hearing a complaint consists of at least three people who have not been directly involved in the matters detailed in the complaint (paragraph 7(f))
- provide for one person on the panel to be independent of the management and running of the school (paragraph 7(g))
- allow for parents to attend the panel hearing, and if they wish, to be accompanied (paragraph 7(h))
- ensure that panel findings and recommendations are provided to the complainant and headteacher, and where relevant, the person complained about (paragraph 7(i))
- ensure that written records are kept of all complaints indicating whether they were resolved at the preliminary stage, or whether they proceeded to a panel hearing (paragraph 7(j))
- ensure that correspondence, statements and records of complaints are kept confidential (paragraph 7(k)).

In order to comply with the requirements of the Disability Discrimination Act (DDA) 2002 the school should devise a three-year accessibility plan.

SUMMARY

Name of school	Lambs Christian School
DfES number	330/6105
Unique reference number	134091
Type of school	Primary
Status	Independent
Date school opened	September 2002
Age range of pupils	3-11
Gender of pupils	Mixed
Number on roll (full-time pupils)	Boys: 14 Girls: 7 Total: 21
Annual fees (day pupils)	£3,000
Address of school	232 Soho Hill Birmingham B19 1AP
Telephone number	07830 005440
Email address	p_ekhuenelo@yahoo.com
Headteacher	Mrs Patricia Ekhuenelo
Proprietor	Mrs Patricia Ekhuenelo
Reporting inspector	David Rzeznik HMI
Dates of inspection	30 April – 1 May 2007