

When things are not going as well as you would like, what can you do?

When are governors involved in specific cases? When can I contact the governing body?

This short guide may help parents to know who best to contact if something has gone wrong. If you ever have a concern, it is best to contact someone at the school at an early stage. Do not wait until it becomes a big issue.



If you remain dissatisfied at this stage, contact the headteacher to raise an informal complaint. The Headteacher is obliged to look into the matter and to write back or meet with you to share findings. After this, you can use the formal complaints procedure and contact the Chair of Governors via the school. ([See EMAT Complaints Procedure](#)) Governors cannot be involved if the Headteacher has not been contacted first.

My child has been excluded. What can I do?

Stone Lodge School follows all the national, statutory procedures for handling exclusions. However, sometimes a parent or student feels it is wrong or unfair. The reintegration meeting is a chance to discuss the purpose of the sanction but if you remain unhappy with the school's actions, here are your options:

Less than 5 days?

- You can ask that governors review it but they have no power to change it;
- No timescale for convening the panel is set down.

More than 5 but less than 15 days?

- You can ask that governors review it and consider reinstatement;
- The panel must sit within 50 school days but we will always try to meet as soon as possible.

15 days or more in one term?

- A governor panel must review the exclusion(s) and consider reinstatement within 15 school days;
- You will be invited to attend with your child to put your case.

Permanent exclusion?

- A panel of governors with no prior involvement must hear the case within 15 school days to decide whether to uphold the Headteacher's decision;
- You and a Local Authority representative attend this hearing.

In all cases, the outcomes are confirmed in writing within the statutory timelines.

My child has special needs. Surely (s)he should not be excluded?

All children have to learn that there are consequences to their actions. The school will make reasonable adjustments in respect of SEND students but they are not exempt from behaviour rules and policies. The school has to help all students and parents to understand why the punishment for one child may be different from another's but that both are fair.

Direction Off-site and Managed Moves

Stone Lodge goes to great lengths to find ways for students to succeed even when they are still not improving their behaviour. Schools in local areas work together to see whether a fresh start in a different school will help. These are called Managed Moves. The student remains on their home school register for a trial period. If successful, they then transfer formally to the new school. If unsuccessful, the student returns to the home school and is likely to face permanent exclusion unless they can change their behaviour. You can express the wish to transfer to a particular school for a fresh start but it is the panel of local headteachers that determines where there are places.

Direction Off-site (DOS) is an option under the 2002 Education Act, further defined in the Education (Educational Provision for Improving Behaviour) Regulations 2010. The headteacher can require a student to attend another provision for the purpose of improving their behaviour. This is temporary and monitored. It can be in an alternative provision or another school. It can be full or part time. It does not require the permission of parents. The Governing Body has a duty to oversee the use of DOS and the provision being used.

Finally, if in doubt, ask. We will always give you an honest answer and direct you to the right person or department to help you.

Sara Kemsley

Chair of Governors

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