

OMBUDSMAN COMPLAINT DETAILS

REPORT BY ADMISSIONS AND TRANSPORT MANAGER

LOCAL ADMISSIONS FORUM

21 JUNE 2007

Purpose

1. To consider the details of a current admissions complaint being dealt with by the ombudsman.

Financial Implications

2. None.

Considerations

3. The family complaining applied for a place in the new Sept 2007 year 7 at Whitecross High School. Their original application was unsuccessful and their subsequent appeal refused.
4. The information supplied to the ombudsman comprises:
 - a. A chronology of the events leading up to the submission of the complaint.
 - b. Action taken by the Admissions section to consider the application for Whitecross High School. Details of the admissions criteria and a copy of the letter sent notifying the decision of the application.
 - c. Details of the action taken to consider the subsequent appeal. Copies of the relevant appeal papers and a copy of the appeal panel clerk's notes of the hearing.
 - d. Details of how appropriate regard had been given by Herefordshire Council to the planning and funding of places at Whitecross High School to meet the demand for admissions.
 - e. Details of any procedures or guidelines issued to head teachers and teaching staff on what representations or information they may provide in support of admissions appeals.

Recommendation

That the background of the complaint sent to the ombudsman be noted.