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|  | **This fact sheet is about:**  **School Admissions**  **and Appeals** |
|  | **What do you do before you contact the Ombudsman?** |
|  | You can complain to the Council if your child can’t get into a school.  If your complaint is about the appeal you can come straight to the Ombudsman |
|  | **What can the Ombudsman do?**  We can do something if: |
|  | * the Council has not been fair and followed the rules. |
|  | * the Admissions Appeal Panel has not followed the rules. |
|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
|  | * making the Council give your child a place at the school you want. |
|  | * complaints about private schools. |

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|  | **Things to think about** | |
|  | You need to think about whether the Council has been fair. | |
|  | * Did it tell you how it chooses which children go to which school? | |
|  | * The Council will try to let your child go to the school you want, but there may be too many children. | |
|  | * Did the Council tell you what it would do if there are too many children for one school? | |
|  | You need to think about if the Admissions Appeal Panel followed the rules: | |
|  | * Did the Council tell you about the Admissions Appeal Panel? | |
|  | * Did the Admissions Appeal Panel listen to you and the Council? | |
|  | * The Appeal Panel can tell the school they must accept your child.   Even if the school is full. | |
|  | **More information** | |
|  | **Welsh Government** have information at: [gov.wales/school-admissions-code](https://gov.wales/school-admissions-code)  [gov.wales/school-admission-appeals-code](https://gov.wales/school-admission-appeals-code) | | |
|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |