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|  | **This fact sheet is about:**  **School Complaints** |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to the school governing body.  If you are not happy with what the school did with your complaint, complain to  the Council |
|  | **What can the Ombudsman do?** We can look at: |
|  | How the Council has dealt with your complaint about the school. |
|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
|  | * what a school teaches. |
|  | * how a school gets the children   to behave. |
|  | * how teachers behave. |
|  | * how a school is run. |
|  | **Things to think about** |
|  | The Ombudsman can tell the Council or housing association what we think it should do if we think it has done something wrong. |
|  | **More information** |
|  | There is useful information from the **Welsh Government** at:  <http://wales.gov.uk/docs/dcells/publications/121002complaintsschoolsen.pdf> |

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|  | 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. |