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Your ref:
Our ref: JA
Date: 4th April 2011

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Dear [REDACTED]

Corporate Complaints Committee - Monday 28th March 2010

Thank you for attending the Committee on Monday 28th March together with Mrs [REDACTED]. The Committee heard from you and from Mrs [REDACTED] and also from Frances Molloy, School Attendance Lead and Angela Robinson, Elective Home Education (EHE) Manager from the Directorate for Children and Young People. The Committee determined as follows.

In respect of the Authority's EHE Protocol and Procedures the Committee upholds your complaint as it is accepted, both by the Committee and by officers, that the document has been wrong and still needs work to be done. It is acknowledged that some alterations have been made following a meeting between you and officers in the Directorate but that the document needs to be reviewed and will be the subject of consultation after Easter and will be completed in September.

The Committee was pleased to note the willingness of the Directorate to review all the documentation including the Parental Agreement Form. The Committee noted that restructuring in the Directorate had caused some delay in the process and felt that the review of the documentation should now be given some priority in view of previous delay. The Committee also felt that if there were any examples of good practice by other Authorities that could be accessed these should be considered in undertaking the review.

The Committee wished to apologise on behalf of Lancashire County Council for the fact that you were sent a draft version of a letter. It would appear that the way some of the paper work was handled was not satisfactory and the Committee hoped that steps would be taken by the Directorate to ensure this would not reoccur.

Regarding the attitude shown by some officers towards home educators the Committee felt that this was a training issue that should be addressed. It was felt that instructions about not leaving messages at night and leaving appropriate file notes should resolve the issues that have caused concern.

The meeting of the Corporate Complaints Committee forms the final part of the corporate complaints procedure. If you are not satisfied with the outcome you have the right to refer your complaint to the Local Government Ombudsman and I enclose a leaflet which tells you how to go about this.

Yours sincerely

For the County Secretary and Solicitor