

Complaints and Appeals

Cost: From £500

IAPS Consultancy can provide support with all aspects of the complaints and appeals process, with consultants experienced in all aspects of school life.

For example:

- Independent investigation and/or review
- Independent panel members for hearings or appeals
- Advice and support for heads, governors and bursars during the complaints or appeals process
- An independent review of findings and possible recommendations at the close of the process
- Training for staff which has been recommended as part of a final report

The final cost will be based on the level preparation and support which is needed and a maximum fee can be agreed at the outset if required.

PHASE 2 (Optional additional service)

Part 4: SEND development plan

The consultant will present findings back to school management team. The consultant will then work with the SENCO / SMT to develop an action plan and areas for intervention, including:

- Baseline measures
- Input
- Delivery
- Evaluation
- Consolidation

Part 5: Implementation

An agreed amount of support from the consultant to support implementation of the Development Plan.

Examples of possible input:

Training to staff on provision maps

TA training on different interventions/SEND knowledge Training to staff on effective use of TAs

Phase 2 options (development plan, supervision and evaluation) cost £2,000, providing two half days split across the term to be used as agreed. This could include training and can be a hybrid of remote and on onsite working.