|  |  |
| --- | --- |
|  | **This fact sheet is about:**  **School Exclusions** |
|  | Exclusion means your child has broken the school rules.  They can no longer go to the school. | |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to the school governing body. |
|  | Appeal the decision to the Independent Appeals Panel. |
|  | Complain to the Council if it did not find another school for your child. |

|  |  |
| --- | --- |
|  | **What can the Ombudsman do?**  We can do something if: |
|  | * the Appeals Panel did not do their job properly. |
|  | * the Appeals Panel was not fair.   Think about if they let you bring people  to help you tell them what happened with your child. |
|  | * the Council did not give your child   a new school. |
|  | * the new school is not right for your child. | |
|  | * there was a long wait to get a new school for your child. |
|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
|  | * why the school is excluding your child. |
|  | * making the school change its mind. |
|  | * making the Council put your child back in that school or another school you have chosen. |

|  |  |
| --- | --- |
|  | **Things to think about** |
|  | If the school excludes your child for a set time you will not be able to appeal. |
|  | 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 also an organisation called  **Snap Cymru** who can help.  Their website is [www.snapcymru.org](http://www.snapcymru.org) |
|  | **Welsh Government** have an online guide:  <http://wales.gov.uk/docs/dcells/publications/120928exclusionguideen.pdf> |

|  |  |
| --- | --- |
|  | 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. |