

Independent Complaints Adjudication Service for Ofsted

Application form

Please read this carefully before completing the application form

The role of the Independent Complaints Adjudication Service for Ofsted (ICASO) is to review the way in which Ofsted has responded to complaints made by any member of the public who has been affected by the actions or decisions of Ofsted, provided that the complainant has first exhausted Ofsted’s internal complaints procedure.

The Independent Complaints Adjudication Service for Ofsted (ICASO) may review a number of alleged failures. These include:

- any failure by Ofsted to follow its complaints procedure correctly.
- any failure to respond in a timely manner.
- any discourtesy by staff.
- any failure to accept and/or apologise for mistakes.
- any particular issue/s with conduct of an inspector or its staff (including contracted staff working on behalf of Ofsted).
- any issue/s concerning the implementation of inspection, regulatory procedures and subsequent reporting following inspection.

ICASO is independent of Ofsted and whilst it cannot overturn inspection judgements or decisions made by Ofsted, it may offer an independent view on complaints and provide recommendations, advice and guidance to Ofsted in relation to specific complaints and more generally to help it to achieve best practice in complaints handling procedures. Ofsted does not have to comply with the adjudicators recommendations but, if it does not comply, it must publish its reasons for not doing so.

ICASO is accountable to the Secretary of State for Children, Schools and Families and is obliged to produce an annual report on its work.

If you require assistance in completing this form please contact ICASO on 0207 520 3800 or refer to our [website](#) for further details on ICASO's rules and procedures.

Upon receipt of a valid application an adjudicator will be appointed and you will be informed. Please note that we won’t start until the evidence is provided. A copy of your application form and your supporting documentation will be sent to Ofsted for them to summarise the complaint. You will see a copy of their summary and have the opportunity to respond. All communications between the parties and the adjudicator will be exchanged openly throughout the process.

Initial Checklist

Is your application valid? If you cannot check both boxes your application will be declined.

- I have exhausted Ofsted's internal complaints procedure.
- I understand that ICASO cannot overturn inspection judgements or decisions made by Ofsted.

Ofsted complaint reference number (e.g. CAO-123456):

Date of the Step 3 Complaint Ofsted Response:

ICASO can only accept applications up to 3-months after the date of the Step 3 response from Ofsted.

Your details

Title:

First name:

Last name:

Role: Head Teacher Governor Parent
 Teacher Other (please specify)

Address:

County:

Town:

Post code:

Email address:

Telephone number:

Select your preferred method of contact:

Post

Email

Other (please specify)

ICASO will normally communicate with you by email unless otherwise requested.

Your Complaint

In the following sections please give brief details of your complaint and attach any supporting documentation you would like the adjudicator to consider. Please focus on those issues which have not been resolved via the Ofsted internal complaint process.

The adjudicator cannot investigate or overturn the professional judgements of Ofsted or its inspectors.

The ICASO Adjudicator can investigate complaints into:

- failure to follow procedures;
- failure to respond in a timely manner;
- alleged discourtesy;
- failure to apologise or accept mistakes; and
- inspector / staff conduct.

The ICASO Adjudicator cannot investigate complaints into:

- issues relating to government policy or legislation; and
- issues where there are clear rights of appeal through a Court or Tribunal.

Chain of events

Provide as much detail as you can on the following page about the events that led up to the issues you have encountered.

Chain of events

Complaint handling by Ofsted

Tell us how Ofsted has dealt with your complaint

Recommendations

What recommendations are you asking the ICASO Adjudicator to make?

Any recommendations made by the ICASO Adjudicator will not be binding upon Ofsted. However, if Ofsted refuses to comply with the recommendations, they must state publicly their reasons for doing so.

Evidence

Please list the items of evidence you are submitting with this application.

Declarations

Please read and tick all the statements below carefully before signing this form.

- I / We have exhausted the Ofsted internal complaints procedure (We will confirm this with Ofsted and if you have not completed the procedure we will not be able to accept your application).
- I / We understand that the adjudicator's role is to review the manner in which Ofsted has dealt with a complaint by reference to its published complaint handling procedure.
- I / We understand that the adjudicator is only empowered to make recommendations in relation to Ofsted's handling of the complaint. These recommendations may either be specific to the complaint or more general to improve Ofsted's processes and practices for dealing with complaints.
- I / We understand that if the adjudicator does make recommendations they will not be binding upon Ofsted but that if Ofsted decides not to act on the adjudicator's recommendations then it must publicly state its reasons for not doing so.
- I / We understand that the adjudicator cannot review or overturn the professional judgements of Ofsted or its inspectors.
- I / We understand that the adjudicator cannot award financial damages or compensation.
- I / We are making this application on behalf of an organisation and have full written authority to do so (optional).

Print name:

Signed:

Date (dd/mm/yyyy):

Upon completion and signature, this form should be returned to:

ICASO
CEDR, 100 St. Paul's Churchyard,
London EC4M 8BAU

Email : applications@cedr.com