



tel 01772 532289

fax 01772 532214

e-mail maureen.davenport@lancashire.gov.uk

Your Ref

Our Ref

Date

PR/LEIS/MD/LM

4th October 2010

Dear [REDACTED]

Re: Lancashire Elective Home Education

I have been requested to respond to your formal complaint sent on 30th September to Helen Denton, Executive Director for Children and Young People. In your email you have stated that you did not receive a response to your letter dated 3rd July 2010. I am sorry that you report that you have not received this - our records show that a response was sent along with the policies you have referred to in your email. The original response is attached for your records.

We are awaiting further direction with regards to Elective Home Education from the government and still hold firm to the view that we wish to engage with parents/carers in order to support them and their children. The recent change of government has inevitably caused some delays and we feel that we should wait for a clear steer before updating any policies and procedures.

May I offer my sincere apologies for any delay in communication, it was not intentional as my attached letter indicates.

If you are not satisfied with this response to your complaint in respect of the Local Authority responsibilities, you have the right to take the matter to the Council's Complaints Appeal panel. You may do so by writing to the Council explaining why you remain dissatisfied and identifying the action you would wish the Council to take to resolve your complaint.

If you wish to take your complaint to the panel please write to:-

County Secretary and Solicitor
Lancashire County Council
Christ Church Precinct

Maureen Davenport
Head of Service LEIS
Central Office
8 East Cliff, Preston
PR1 3JE



INVESTOR IN PEOPLE



Lancashire Education
Inclusion Service

supporting inclusion, delivering solutions



2004-2005
Transforming the School Workforce
2006-2007
Positive Youth Engagement
in the community and
Democratic Schools
2007-2008
Healthy Schools

County Hall
Preston
PR1 8XJ

Yours Sincerely

Maureen Davenport

Maureen Davenport
Head of Service