



Apprenticeships, Skills, Children and Learning Act 2009

2009 CHAPTER 22

PART 10

SCHOOLS

CHAPTER 2

COMPLAINTS: ENGLAND

218 Arrangements etc. to be made by Commission

- (1) The Commission for Local Administration in England (“the Commission”) must—
 - (a) divide the matters which may be investigated under this Chapter into such categories as it considers appropriate; and
 - (b) allocate, or make arrangements for allocating, responsibility for each category of matter to one or more of the Local Commissioners.
- (2) The Commission—
 - (a) must make arrangements for Local Commissioners to deal with matters for which they do not have responsibility pursuant to subsection (1); and
 - (b) must publish information about the procedures for making complaints under this Chapter.
- (3) The information published under subsection (2)(b) must include details of assistance available to each of the following—
 - (a) a pupil at a qualifying school (see section 206(6)(d)) who is, or has been, looked after by a local authority (within the meaning given by section 22(1) of the [Children Act 1989 \(c. 41\)](#));
 - (b) a person who has a disability (within the meaning of section 1(1) of the [Disability Discrimination Act 1995 \(c. 50\)](#));

Status: This is the original version (as it was originally enacted).

- (c) a person who has special educational needs (within the meaning of section 312 of the [Education Act 1996 \(c. 56\)](#)).