

Request

- 1) What are the usual timeframes for the legal team to respond to correspondence?
- 2) Does the legal team have a vexatious complaints policy?
- 3) How does the LA gauge appropriate time used on each formal complaint?
- 4) Does the wigan LA legal team have a SEND solicitor? If not why not?
- 5) If Wigan LA have a SEND solicitor can parents access this help?
- 6) Please provide information of what help, if any, a parent can access in terms of legal support?

Response

- 1) The Legal services Department as part of the Council guidelines responds to correspondence within ten working days
- 2) The Legal Services Department as part of the Council follows and uses the Council Complaints Policy which includes the unreasonable and/or Vexatious complaints policy
- 3) Account is taken of all the circumstance including time taken by officers
- 4) Legal services has a team who deal with education related matters
- 5) Solicitors and legal Executives are employed by the Council to advise the Council and cannot advise parents . Strict rules enforced by the Governing bodies of solicitors and legal Executives prevent acting where there is a conflict of interest or there is not appropriate insurance – this prevents Council solicitors or legal executives offering legal advice to parents.
- 6) Parents must seek their own independent legal advice