

Proposal 1: Enhance on-site professional dialogue during inspections to help address any issues

Inspectors routinely check with providers throughout the inspection whether they have any queries or concerns. We propose formalising this by asking inspectors to check with providers at a few specific stages of the inspection visit, where appropriate:

- during the pre-inspection notification call or when an inspector arrives on site
- at end-of-day meetings
- at the final feedback session.

NGA Response: **Agree**

NGA agree with the need for there to be multiple opportunities for providers to raise concerns throughout the duration of the inspection. NGA has collected data since the implementation of the education inspection framework to hear about the views and experiences of those sitting on governing boards. The data suggests that on occasions where school leaders have raised concerns/ queries, school leaders have often been met with responses that do not resolve the query or address the issue. With this in mind, NGA emphasise that inspectors should receive sufficient training and support to ensure that responses to queries and concerns are handled appropriately.

Other NGA research also indicates that inspectors have time constraints when conducting an inspection and therefore raises questions around how inspectors can ensure that concerns and queries are addressed while ensuring that areas of inspection are not impacted.

There should also be examples provided to provide clarity and understanding around the types of concerns and queries are appropriate to raise during these intervals and the ways in which these will be handled managing expectations.

Proposal 2: Introduce a new opportunity for providers to contact Ofsted

We know that inspections are busy and that providers might reflect afterwards and think of important points that they want to raise. We propose to introduce a new opportunity for providers to call Ofsted on the day after the end of an inspection visit, to discuss any unresolved issues.

To what extent do you agree or disagree with our proposal to introduce a new opportunity for providers to contact Ofsted the day after an inspection if they have any unresolved concerns?

Strongly agree

NGA strongly agree that there should be space for providers to reflect on their inspection experience.

Proposal 3: Introduce new arrangements for finalising reports and considering formal challenges to inspection outcomes

We propose 2 new routes that providers can go down when they receive their draft inspection report from us:

- If providers want to highlight some minor points of clarity or factual accuracy, we will consider these promptly and finalise the report. We expect the vast majority of providers to follow this route. If providers choose this route, they will not normally have a later opportunity to raise a formal complaint or challenge.
- If providers want to seek a review of the inspection findings and judgements, they can submit a formal complaint.

Strongly agree

Throughout NGAs exploration of the inspection process over the past four years, a proportion of those responsible for school governance have reported that the current process of raising concerns is time consuming and therefore, a simplified, clear process to raise these concerns is welcome.

It should be made clear that, if a school or college is making a formal complaint, it does not have to publish its report until the complaint is resolved.

NGA also supports the proposal that complaints are handled by an individual from Ofsted that is independent of the inspection.

Direct escalation to ICASO and adding a periodic review of closed complaints using external representatives from the sectors we inspect

We propose to replace our current internal review process with a direct escalation to the [Independent Complaints Adjudication Service for Ofsted](#) (ICASO) and add a new periodic review of closed complaints, using external representatives from the sectors we inspect.

To what extent do you agree or disagree with our proposal for direct escalation to ICASO of concerns regarding our complaints handling, and adding a periodic review of closed complaints, using external representatives from the sectors we inspect?