

Education

Parents' and children's rights at school



*Community
Legal Service*



Most parents are happy with their child's education. But when things go wrong, parents often feel that their child's happiness, wellbeing and life chances are at stake. This leaflet explains what you and your child can expect from a school and from your local education authority.

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The leaflets in this series give you an outline of your legal rights. They are not a complete guide to the law and are not intended to be a guide to how the law will apply to you or to any specific situation. The leaflets are regularly updated but the law may have changed since this was printed, so information in it may be incorrect or out of date.

If you have a problem, you will need to get more information or personal advice to work out the best way to solve it. See 'Further help' on page 18 for sources of information and advice.

What choice of school do I have for my child?

You are allowed to say which state school you'd like your child to attend. If you are applying at the normal time that a child starts school, your local education authority may limit the number of schools you can apply to.

If you are applying at another time (for example, because you have just moved into the area), you can generally apply to as many schools as you like. You should apply in writing to make sure your application is dealt with properly. Most children get a place at their parents' first choice of school, though this is not the case in some areas.

The organisation that decides who gets a place is called the 'admission authority'. For community and voluntary-controlled schools, the admission authority is the local education authority (LEA). For all other schools, it is the school's governing body.

When can my child be refused a place?

An admission authority can refuse your child a place at school if:

- the school is full;
- in the case of an infant or primary school, giving your child a place would take the school beyond the legal limit for infant class size

(which is 30 pupils to each qualified teacher);

- the school is a 'selective school' and your child does not meet its standards;
- the Secretary of State for Education or the National Assembly for Wales has allowed two or more schools to have 'co-ordinated admission arrangements' (where they share places); or
- your child has been permanently excluded from two or more schools, the last time being less than two years ago.

If a school is classified as having serious problems and already has many children with difficult behaviour, it may refuse a child with similar difficulties. But it may do this only if you are applying for a place outside the usual time for joining the school.

If more children apply than there are places at a school, the school will use guidelines known as 'admission oversubscription criteria' to decide who to offer a place to. These criteria should be objective (based on facts), clear and fair. They often include how far the child lives from the school and whether they have a brother or sister there. The criteria must be set out in a printed document that you can see – usually the school prospectus.

Most schools have a waiting list. A child's place on the list should not depend on how long they have been waiting. The waiting list should be organised in line with the school's oversubscription criteria.

What can I do if my child has been turned down for a place?

If your child has been refused a place at a school, you can normally appeal to an independent panel. You cannot appeal if your child is the subject of an 'education supervision order' (see 'Can I be prosecuted if my child does not go to school?' on page 6) or if they were refused a place because they have already been excluded from two or more schools (see 'When can my child be refused a place?' on page 3).

If your child has been refused a place at a school, the admission authority should write to you to:

- explain why they were refused;
- tell you how you can appeal against the decision; and
- tell you how long you have to make your appeal. (The admission authority should not refuse to accept a late appeal, but it might not consider your appeal until after it has considered the appeals that were submitted at the right time.)

To make an appeal, you must write to the admission authority saying why you are appealing. You can also send in other information at any time, including at the appeal hearing itself (though the sooner you can send any information, the better). After sending in your appeal, you will be told when there will be a hearing where you can put your case. If the date of the hearing doesn't suit you, the admissions authority should try to find another date that does. You can choose to have someone represent you at the hearing.

If you are applying to an infant or primary school and your child was turned down because the infant classes have reached the legal limit of 30 children to one teacher, your appeal will succeed only if the appeals panel decides that the admission authority:

- did not follow the rules properly and should have offered your child a place; or
- made an unreasonable decision in the strict legal sense. This means that the decision was not logical. It is very unusual for an appeal panel to make this judgement.

For all other appeals where the school is full, the hearing is in two stages. The first stage is the factual stage, where the appeals panel decide whether the published admission arrangements were correctly applied. The panel will go on to decide whether the school is full and whether admitting your child would 'prejudice' (harm) the education of other children in the school, or overstretch the school's resources.

If the panel decide that it would do so, they move to the second or 'balancing' stage of the appeal. Here they must look at your child's situation and balance this against the difficulties the school would face if they had to take another child.

If you are appealing because your child was turned down because they didn't meet selection criteria, the panel will look at your reasons for saying why you think your child should be given a place.

The panel should always give you their reasons for their decision in writing.

What if my child was refused a place at a nursery?

Many children go to nursery before going to a main school. If you have a three-year-old, you should be offered a part-time nursery place for them if you want it. You have no legal right to appeal against a particular nursery's decision if it says it won't take your child.

When must my child go to school?

Children must receive education:

- from the start of the term after their fifth birthday; and
- until the third Friday in June in the school year in which they turn 16.

Some children are educated out of school by the local education authority. You are also allowed to educate your child out of school, but you must give them a 'suitable education' (see 'May I teach my child at home?' on page 7).

If you don't register your child for a school, and you are not giving your child a 'suitable education' out of school, the local education authority will probably serve you with a 'school attendance order'. This will name a school that your child must attend. It will also explain your right to apply to another school if you don't want to send your child to the named school.

What happens if my child doesn't go to school?

The local education authority or school may take action against you if your child:

- does not go to school as set out in a school attendance order;
- does not regularly go to the school they are registered at; or
- is often late.

The school or local education authority may ask you to sign a parenting contract if your child does not attend school regularly over a four-week period or longer. This is a written agreement asking you to take certain steps such as bringing your child to school. It should also include support for you and your child, and you could suggest anything you think might help. For example, it might include:

- for you, parenting classes or someone to advise you (normally a education welfare officer from the local education authority); and
- for your child, peer mentoring (support from another pupil), literacy classes or help with transport to and from school.

The contract has no legal force, but if you refuse to sign or do not keep to it, it could be used against you in any court action.

The school or the local education authority can also issue you with a penalty notice (a fine) of £50 or £100 – you pay the lower amount if you pay within a certain time. You cannot appeal against this fine. If you refuse to pay it, either:

- the penalty notice could be withdrawn; or
- you may be taken to court.

If you pay the fine, you cannot be taken to court for that offence, but you could be prosecuted if your child continues to miss school without the school's agreement.

Can I be prosecuted if my child does not go to school?

The local education authority may decide to take you to court if your child is not attending school regularly and the absences have not been authorised (allowed) by the school. However, before the local authority does this, it should first consider applying to the court for an 'education supervision order' (ESO). This allows it to give you help, advice and instructions on your child's education and schooling, which you must follow. It can choose to prosecute you as well as applying for an ESO.

If the local education authority does decide to prosecute, each of the child's parents can be:

- fined up to £1,000; and
- made to attend counselling or guidance as part of a 'parenting order'.

If the local education authority can also show that you know your child is not going to school and you are not trying to make them go to school, each of the child's parents can be:

- fined up to £2,500;
- put in prison for up to three months; and
- made to attend counselling or guidance as part of a parenting order.

Under a parenting order, parents may also have to take more control over their child's behaviour – for example, by personally taking them to school each day. If a parent doesn't stick to the terms of a parenting order, they are breaking the law.

You should not be prosecuted if your child misses school:

- because of authorised absence, when the school agrees that your child does not have to be at school;
- because your child is ill or there is some other reason that can't be avoided;
- for religious reasons – for example, for a religious holiday or event; or
- because the school is not within walking distance and the local education authority has not arranged a way for your child to get to school, made boarding arrangements or found them a school nearer to home. 'Walking distance' means two miles for children under eight, and three miles for older children.

May I teach my child at home?

You do not usually need permission to teach your child at home. However, if your child is already at school, you should first tell the school in writing that they won't be going to school. The only time you need permission to take your child off the school register is if they go to a special school.

You don't need special qualifications to teach your child at home, and you don't have to follow the national curriculum. However, you must make sure that your child is educated suitably for their age and ability and for any special educational needs they may have. If the local education authority does not think you are doing this, they may send you a school attendance order (see 'When must my child go to school?' on page 5).

What will my child be taught at school?

All state-maintained schools must provide the national curriculum. This sets out what most children should be taught. However, a school can 'except' (remove) your child from some or all of the national curriculum for a short time if they think this is best for your child.

You have a right to ask the head teacher to remove your child from certain lessons for a strong educational reason.

You can appeal to the school's governing body if:

- you don't agree with the school's decision to remove your child; or
- the head teacher won't remove your child when you ask for this.

You have the right to stop your child taking part in:

- all or part of any sex education that is not part of the national curriculum; and
- religious education and worship. (You can also take your child out of classes or out of the school at the start or end of a school session for religious worship or education.)

You can also complain about the curriculum to the governing body and to the local education authority.

What should I be told about my child and their progress?

Schools must give you a written report on your child at least once a year. This must include information on their:

- progress in all the national curriculum subjects they have studied;
- progress in other subjects and activities;
- general progress and attendance; and

- results in any national curriculum tests and assessments.

The report should also tell you when you can discuss these with the school. This discussion usually takes place at a parents' evening.

The head teacher may translate the report into another language if English or Welsh is not your first language.

Legally, you and your child have the right to a copy of your child's school record within 15 school days of you writing to ask for it. The record must include:

- information on your child's progress; and
- other records the school keeps on your child. (However, some information cannot be shown or given to you or your child.)

If you don't agree with something in your child's school record, or you think there is a mistake in it, you can write to ask the head teacher to change it. If the head teacher won't give you your child's record, or change it, you can contact the Information Commissioner or take legal action.

What do I have to pay for at school?

Education must be free at all state-maintained schools and in other educational organisations that the

local education authority pays for (for example, pupil-referral units and some nursery schools).

Schools and local education authorities can charge you for some things. But they can't force you to pay, unless these things are in their 'charging policy'. The school or local education authority should give you a copy of this policy if you ask for it.

Schools may charge you for:

- some teaching of musical instruments;
- out-of-school activities that are 'optional extras' and not a part of the national curriculum or religious education; and
- any food and accommodation on school visits where children stay overnight. (If you receive Income Support or income-based Jobseeker's Allowance, you should not have to pay for this.)

A school may ask you to help pay for activities that take place during school hours, but your child cannot be left out if you do not pay.

If you receive Income Support or income-based Jobseeker's Allowance, your child should receive free school meals. All other children must pay, but the price is set locally.

Many local education authorities give small amounts of money to help families pay for school uniforms. However, there is no law to say they must do this.

The local education authority normally gives free transport to and from school only if your child lives further than the legal walking distance from their nearest suitable school.

Even if you live within the legal walking distance, the local education authority might still give your child free transport. So if you think your child needs free transport, write to the local education authority to explain why and ask for a copy of its transport policy.

What can I do if my child is being bullied?

Your child's school must have a discipline policy which includes what it does to stop bullying. If your child is bullied, you should tell the school straightaway. Legally, the school must do all it reasonably can to protect children from bullying. The school might be judged legally responsible in serious cases if they have not stopped spoken or physical bullying:

- which has caused a child serious harm; and
- which they could have expected to happen.

If your child has suffered in this way and you think you want to take action against the school or the local education authority, you should get expert legal advice.

What rights does the school have to discipline my child?

All schools must have a governors' statement on how children should behave. Schools must speak or write to parents before they change this. The school's discipline policy and any school rules must be based on this statement. The head teacher must tell you about the rules each year.

Under the Human Rights Act 1998, any punishment or treatment must not be 'inhuman or degrading'. It must be suitable, taking into account what the child has done. For more information, see the Community Legal Service Direct leaflet, 'The Human Rights Act'.

When can my child be given detention?

You must be given 24 hours' notice in writing if the school wants to give your child a detention out of school hours. A detention must be 'reasonable' – which means it must be suitable, taking into account what your child has done. A detention should also take into account:

- how old your child is;
- whether they have any special educational needs;
- whether they have religious requirements; and
- whether they have special transport arrangements.

Are staff allowed to hit my child?

Physical punishment such as smacking, caning or shaking a child is illegal in all schools. However, school staff may use 'reasonable force' to stop a child:

- committing a crime;
- hurting someone; or
- damaging something.

If you think your child has been seriously harmed or sexually assaulted, you can complain straightaway to the police or your local council's social services department.

When can my child be excluded from school?

Head teachers may exclude (remove) a child:

- for a fixed period of time;
- at lunchtimes; or
- permanently.

Fixed-period exclusions must not total more than 45 school days in any school year.

What can I do if I think my child has been wrongly excluded?

If the school excludes your child, you have the right to write to the school's governing body telling them why you think your child shouldn't have been excluded.

In some cases, you also have the right to attend a meeting to speak to the governing body. These are if the head teacher excludes your child:

- for a total of six school days or more in a term;
- permanently; or
- at the time of a public exam.

If the head teacher excludes your child permanently and the governors agree with the decision, you can appeal to an independent appeal panel set up by the local education authority. The governors and independent appeal panel must decide 'on the balance of probabilities' whether your child did what they are accused of. This means it must be more likely than not that they did it.

Head teachers, governing bodies, appeal panels and local education authorities must follow rules and do things within certain time periods if a child is excluded. There are also government and National Assembly for Wales guidelines describing what

should happen if the school excludes your child.

You should be given the phone number of a free helpline run by the Advisory Centre for Education to help parents of excluded children. (See 'Further help' on page 18.)

If you are going to an exclusion hearing, you may want to get legal advice before you go. You cannot get Community Legal Service funding (which used to be called legal aid) to pay for a solicitor to go to a hearing. But you may be able to get free legal help to put together your case if you have a low income (see 'What if I am not happy about my child's school or education?' on page 14).

Under the rules of 'natural justice', you and your child have a right to a fair hearing. You may be able to take the local education authority or the school to court if a governors' hearing or independent appeal hearing is not fair. You would need expert legal advice to do this. There are tight time limits for taking such action.

As well as excluding my child, what else can the local education authority do?

If your child has been excluded because of serious misbehaviour, the local education authority can apply to the courts for a parenting order. You

can say if you disagree with the order being made and bring witnesses to show why it is unfair. If the order is made, you will have to attend counselling or guidance classes. The order may also set out other action you must take. If you don't keep to the order, you will be breaking the law.

If you agree to attend counselling or guidance classes, you may avoid a formal parenting order being made by the courts.

What happens if my child can't go to school?

Local education authorities must provide education for children who cannot go to school. Normally, a child cannot go to school if they:

- have been excluded;
- are ill; or
- have been injured.

The education could be, for example, at a:

- hospital school;
- pupil-referral unit;
- further education college; or
- work-experience placement.

Some children need teaching at home. If there is a problem getting this for your child, you should ask your local education authority to give you a copy

of their rules for deciding who will get home teaching, and how many hours your child could receive.

The government expects all pupils who have been permanently excluded to be given full-time education after 15 school days. Sick or injured children should receive a minimum of five hours' teaching a week if they are well enough.

What say do I have in how the school is run?

You have the right to vote for parent governors to represent you on the school governing body. You can also stand for election as a parent governor yourself.

Schools must talk with you and other parents about changes to:

- the home-school agreement (see 'What is a 'home-school agreement'?' on page 13);
- the school's behaviour statement (see 'What rights does the school have to discipline my child?' on page 10).

There are also rules about when parents should be consulted about major changes to schools, such as:

- mergers;
- closures; and
- changes to the school starting and finishing times.

The school's governing body must give you a written report on the school every year, and hold a meeting each year for parents to discuss it. In some situations, schools in England do not have to hold the meeting – for example:

- where the school has recently held a post-inspection meeting; or
- if too few parents respond to the invitation to attend the meeting.

You can suggest topics for discussion and action and vote on them. If other parents agree with you, the governing body must look at the issue and report back to you. For this to happen, the number of parents at the meeting must equal 20 per cent (a fifth) or more of the total number of pupils at the school.

Ofsted (England) and Estyn (Wales), the organisations set up to inspect schools, must hold a meeting with parents before they inspect the school. You have the right to:

- a free summary of the Ofsted or Estyn report;
- a copy of the full report (at cost price); and
- a copy of the governors' 'action plan' which they prepare to deal with the issues in the report.

If you have a child at a school or you are thinking of sending your child to a school, you have a right to a free copy of the school prospectus. This must include:

- the names of the head teacher and chair of the governing body;
- information about getting a place for your child at the school;
- a summary of the school's special educational needs policy; and
- school performance tables.

Schools may combine the annual report and prospectus into one document.

The school should also give you information about the curriculum and syllabuses (what your child will be taught and how) if you ask for it.

What is a 'home-school agreement'?

A home-school agreement sets out your responsibilities and those of the school (and sometimes the children) towards each other. It has no legal force. Schools must talk to parents when they draw up a home-school agreement. In most cases, you must be asked to sign the home-school agreement, but you cannot be made to do this. A school cannot refuse your child a place or exclude your child just because you do not sign the home-school agreement.

What if I am not happy about my child's school or education?

All schools must have a complaints procedure. If you want to make a complaint, you should ask your child's school for a copy and follow the procedure in it as a first step.

You should usually complain to a senior teacher or the head teacher first. If they do not solve your problem, you can complain to the governing body of the school. If your complaint is about a member of staff at a community or controlled school, you can also complain to the local education authority.

If you don't think your complaint has been dealt with properly and the matter is serious, you may be able to take your complaint to the Secretary of State for Education (in England) or the National Assembly for Wales (NAW). But you can do this only if you feel that your school's governing body or the local education authority has acted unlawfully or 'unreasonably' (which in law means in a completely illogical way). The Secretary of State and NAW do not often use these powers, and if you are thinking of complaining in this way, you need to try all the local ways of complaining first.

You can also complain to the Local Government Ombudsman (in England) or Local Ombudsman for Wales about:

- a local education authority;
- an admission authority;
- an admissions appeal panel; or
- an exclusions appeal panel.

However, the Local Government Ombudsman and Local Ombudsman for Wales can only look at complaints to do with 'maladministration'. This includes if an organisation:

- does not follow its own procedures; and
- takes too long to do something.

See 'Further help' on page 18 for how to contact the Ombudsmen.

Finally, if the other ways of dealing with your complaint have failed, you may have a case for judicial review in the High Court. But to do this, one of the organisations involved must have:

- done something unlawful;
- done something unreasonable (completely illogical);
- not considered your situation on its merits – for example, whether to give your child a place in a school; or

- not followed proper procedures or the rules of 'natural justice' (acting fairly and without favour).

In these cases you will need expert legal advice. You also need to act quickly, because you must normally start your case at the latest within three months of the problem you are complaining about.

How can I get the right education for my child if they have special needs?

A child has special needs and should get help at school if they:

- have significantly more difficulty in learning than other children of the same age;
- have a disability which affects how they can use educational facilities that are usually provided for children of the same age in the same area; or
- are under five, and are likely to fall within these categories when they reach compulsory school age.

A learning difficulty can be the result of, for example:

- a disability;
- behaviour problems; or
- problems learning to read.

Your child doesn't have a special need just because the language they speak at home is different from the language taught at school.

In most cases, the school should decide what help children with learning difficulties need. Children with the greatest difficulties will need a 'statutory assessment' from their local education authority (see 'What is a 'statutory assessment'?' on page 16). If you think your child has learning difficulties, you can ask your authority for an assessment.

What if my child is discriminated against because of their disability?

Local authorities, schools and colleges must not discriminate against pupils with disabilities, except where the law allows them to. If you think your disabled child has suffered discrimination which is unlawful, you may make a claim to the Special Educational Needs and Disability Tribunal. This tribunal can order the discrimination to stop but it cannot order the school, college or local authority to pay you compensation. Disability discrimination in permanent exclusions and admissions is looked at by the relevant appeal panel.

For more information about discrimination against people with disabilities, see the Community Legal Service Direct leaflet, 'Rights for Disabled People'. Also see 'A Guide for Parents' from the Disability Rights Commission, and 'Disability Discrimination' from the Advisory Centre for Education. See 'Further help' on page 18 for contact details.

What is a 'statutory assessment'?

You have the right to ask your local education authority for a statutory assessment of your child's needs. The local education authority must follow a legal process to decide if your child needs a statutory assessment. If it refuses to assess your child, you can appeal to the Special Educational Needs and Disability Tribunal (See 'What can I do if I disagree with my child's statement?' on page 17).

If the local education authority decides that your child needs an assessment, it must ask for reports on your child, including reports from:

- you;
- a doctor;
- an educational psychologist; and
- the school.

You have the right to be present at any examination of your child. If you won't let your child be examined by a health or education professional during a statutory assessment, the local education authority might take you to court to make you.

Your own report on your child can include your opinions and experiences, and reports by other professionals who may have seen your child.

The local education authority must then decide if your child needs the sort of help they can only get through a 'statement of special educational needs'. (Only about 3 per cent of school-age children have a statement.)

This is a complicated area and you have the right to ask the local education authority for details of the parent partnership service or independent advisers who can help you understand the process and your rights.

What is a 'statement of special educational needs'?

A statement of special educational needs is a legal document produced by the local education authority, which sets out:

- your child's learning needs; and
- the help they will receive to meet those needs.

The help must normally be described in as much detail as possible. The statement must also say where your child will be educated (though you may say which school you want your child to go to). For school-age children, this will usually be at a school. For younger children, it may be in a nursery or at home.

Most children with statements are taught in ordinary (mainstream) schools and, under recent legislation, parents now have a stronger right to a place in an ordinary school for their child. A local education authority can refuse a mainstream place to a child with a statement if other children's education could suffer and there are no reasonable steps it can take to prevent this.

The stronger right to a mainstream place for a child with a statement does not mean you have a right to a place at a particular school. Whichever school you say you would like (special or mainstream), the local education authority will consider:

- the cost of your child attending the school;
- whether the school can meet your child's needs; and
- whether the education of other children would be affected.

What can I do if I disagree with my child's statement?

You have the right to appeal to an independent body called the Special Educational Needs and Disability Tribunal if you don't agree with what the local education authority has decided for your child. You can appeal if you disagree with the local education authority's decision:

- not to give your child a statutory assessment or reassessment when you have asked for one;
- not to give your child a statement after a statutory assessment;
- not to name a school in the statement;
- not to change your child's statement after reassessing them; or
- not to continue your child's statement.

You can also appeal if you disagree with:

- the description of your child's special educational needs or the special educational help they should have; or
- the school named in the statement.

Further help

Community Legal Service Direct

A free, easy-to-use service to help you solve your legal problems.

Call: 0845 345 4 345

to speak to a qualified legal adviser about Welfare Benefits, Debt or Education or find local advice services for other problems.

Log on at: www.clsdirect.org.uk

to search for a quality local legal adviser or solicitor or find links to other sources of online information and help.

To order leaflets giving information on your child's education contact:

Department for Education and Skills

Publications Centre (in England)

phone: 0845 6022260

www.dfes.gov.uk

National Assembly for Wales

phone: 029 2082 6078

www.learning.wales.gov.uk

Advisory Centre for Education (ACE)

Advice line: 0808 8005793 (England and Wales)

Booklets on admission and exclusion appeals, attendance, bullying, disability discrimination and special educational needs.

Exclusion information line and free advice pack: 020 7704 9822

www.ace-ed.org.uk

Anti-Bullying Campaign

Helpline: 020 7378 1446 10am to 4pm

ChildLine

For help with bullying and abuse

phone: 0800 1111 (24 hours)

www.childline.org.uk

Children's Legal Centre

phone: 01206 874 807

www.childrenslegalcentre.com

Disability Rights Commission

phone: 08457 622 633

www.drc-gb.org

Education Law Association (ELAS)

phone: 01303 211570

Education Otherwise

phone: 0870 730 0074

www.education-otherwise.org.uk

Home Education Advisory Service

phone: 01707 371854

www.heas.org.uk

Information Commissioner

phone: 01625 545 745

www.dataprotection.gov.uk

Independent Panel for Special Educational Advice

(support and advocacy for parents of children with special educational needs)
phone 0800 0184016 (England and Wales)
www.ipsea.org.uk

Local Government Ombudsman (England)

phone: 0845 602 1983

www.lgo.org.uk

Local Ombudsman for Wales

phone: 01656 661325

www.ombudsman-wales.org

Special Educational Needs and Disability Tribunal

SEN appeals: 0870 241 2555

Disability claims: 0870 606 5750

www.sendist.gov.uk

Special Educational Needs (SEN) Tribunal for Wales

phone: 01597 829 800

The Community Legal Service

The Community Legal Service has been set up to help you find the right legal information and advice to solve your problems.

You can get help through a national network of organisations including Citizens Advice Bureaux, Law Centres, many independent advice centres and thousands of high street solicitors. All of these services meet quality standards set by the Legal Services Commission. Look for the Community Legal Service logo, shown below.

Many of the organisations offer some or all of their services for free. If you cannot afford to pay for advice you may be eligible for financial support through the Community Legal Service Fund (Legal Aid). You can order leaflets about funding from the LSC Leaflet line on 0845 3000 343. You can also use a Legal Aid eligibility calculator on the CLS Direct website at www.clsdirect.org.uk

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Legal Service*



The Legal Services Commission (LSC)

The Community Legal Service and the Community Legal Service Fund are managed by the Legal Services Commission. To find out more about us visit our website at www.legalservices.gov.uk or find the details for your local Legal Services Commission office in the phone book.

legal services
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The leaflets are also available online at: www.clsdirect.org.uk

- 1 Dealing with Debt
- 2 Employment
- 3 Divorce and Separation
- 4 Renting and Letting
- 5 Buying and Selling Property
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- 7 The Human Rights Act
- 8 Claiming Asylum
- 9 Welfare Benefits
- 10 Wills and Probate
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- 12 No-win, No-fee Actions
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- 14 Medical Accidents
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- 16 Racial Discrimination
- 17 Personal Injury
- 18 Rights for Disabled People
- 19 Community Care

20 Education

- 21 Immigration and Nationality
- 22 Mental Health
- 23 Alternatives to Court
- 24 Family Mediation

The leaflets are also available in Welsh, Braille and Audio

To order any of these leaflets contact the LSC leaflet line on **0845 3000 343** or email LSCleafletline@stivesdirect.com or Fax 01732 860 270



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