



New Horizons  
Children's Academy

## Resolution of Concerns procedure at New Horizons Children's Academy

We want to respond quickly and positively to any concerns that you may have.

If you have a concern, the first person you should speak to is your child's class teacher.

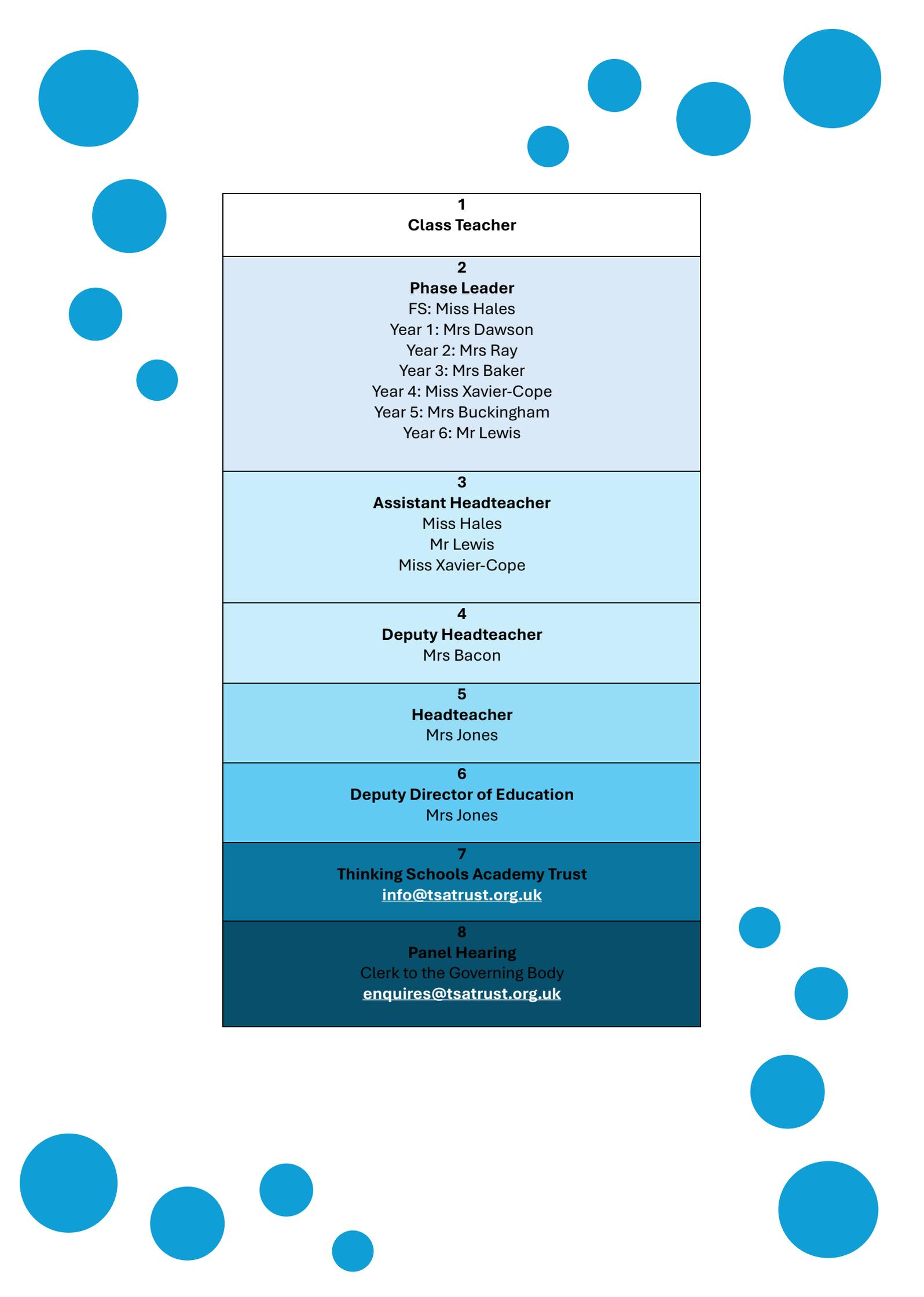
If it is not resolved at that stage, you may ask to speak to the next person in the resolution list.

If things don't get resolved at this level, or if it is a serious concern, you can ask to see a member of the Senior Leadership Team

Should you wish to take your concern further, please send an email via the school office ([office@newhorizonschildrensacademy.org.uk](mailto:office@newhorizonschildrensacademy.org.uk)) to Mrs K Jones, Executive Headteacher. You will receive acknowledgment of your concern within 3 working days and a response to your concern within 20 working days.

If you are dissatisfied with the Headteacher's response, you should submit this in writing to the Trust ([info@tsatrust.org.uk](mailto:info@tsatrust.org.uk)).

If you are dissatisfied with the Trust's response, you can escalate your complaint to a Panel Hearing. This should be done in writing and addressed to the Clerk to the Governing Body ([enquiries@tsatrust.org.uk](mailto:enquiries@tsatrust.org.uk))



<b>1</b> <b>Class Teacher</b>
<b>2</b> <b>Phase Leader</b> FS: Miss Hales Year 1: Mrs Dawson Year 2: Mrs Ray Year 3: Mrs Baker Year 4: Miss Xavier-Cope Year 5: Mrs Buckingham Year 6: Mr Lewis
<b>3</b> <b>Assistant Headteacher</b> Miss Hales Mr Lewis Miss Xavier-Cope
<b>4</b> <b>Deputy Headteacher</b> Mrs Bacon
<b>5</b> <b>Headteacher</b> Mrs Jones
<b>6</b> <b>Deputy Director of Education</b> Mrs Jones
<b>7</b> <b>Thinking Schools Academy Trust</b> <a href="mailto:info@tsatrust.org.uk">info@tsatrust.org.uk</a>
<b>8</b> <b>Panel Hearing</b> Clerk to the Governing Body <a href="mailto:enquires@tsatrust.org.uk">enquires@tsatrust.org.uk</a>