



New Horizons
Children's Academy

Resolution of Concerns procedure at New Horizons

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.

Foundation Stage (Nursery & Reception)

Miss E Hales

Year 1

Miss Russell

Year 2

Miss Russell

Year 3

Miss Madigan

Year 4

Miss Madigan

Year 5

Mr Lewis

Year 6

Mr Lewis

If things don't get resolved at this level, or if it is a serious concern, you can ask to see an Assistant Headteacher.

Miss E Hales – Assistant Headteacher

Should you wish to take your concern further, please complete a '**School Formal Complaint Form**' and send to **Mr C Murphy, Headteacher.**

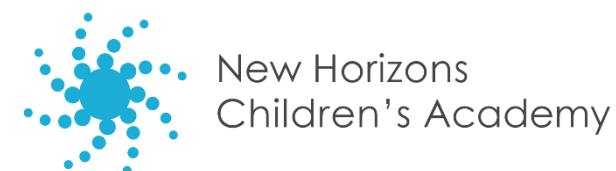
You will receive acknowledgment of your concern within 3 working days and a response to your concern within 20 working days.

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

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)

**Resolution of Concerns
New Horizons Children's Academy**

1 Class Teacher
2 Phase Leader FS: Miss Hales Year 1/2: Miss Russell Year 3/4: Miss Madigan Year 5/6: Mr Lewis
3 Assistant Headteacher Miss Hales Or Mrs Doughty (SLT)
4 Headteacher Mr Murphy
5 Executive Headteacher Kirsty Jones
6 Thinking Schools Academy Trust (info@tsatrust.org.uk)
7 Panel Hearing Clerk to the Governing Body (enquiries@tsatrust.org.uk)



Resolution of Concerns Booklet 2023-2024