



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)

**Mrs King**

#### **Year 1**

**Miss Dawson**

#### **Year 2**

**Mr Martin**

#### **Year 3**

**Mrs Baker**

#### **Year 4**

**Mrs Baker**

#### **Year 5**

**Mrs Hemmi**

#### **Year 6**

**Mrs Hemmi**

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**  
**Mrs C Doughty – Assistant Headteacher**

Should you wish to take your concern further, please complete a '**School Formal Complaint Form**' and send to **Mrs A Early, 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))

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<b>1</b> <b>Class Teacher</b>
<b>2</b> <b>Phase Leader</b> FS: Mrs King Year 1: Mrs Dawson Year 2: Mr Martin Year 3/4: Mrs Baker Year 5/6: Mrs Hemmi
<b>3</b> <b>Assistant Headteacher</b> Miss Hales Or Mrs Doughty
<b>4</b> <b>Deputy Headteacher</b> Mrs Bacon
<b>5</b> <b>Headteacher</b> Mrs Early
<b>6</b> <b>Executive Headteacher</b> Kirsty 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:enquiries@tsatrust.org.uk">enquiries@tsatrust.org.uk</a> )



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# **Resolution of Concerns Booklet 2024-2025**