



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 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

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
Mr C Lewis – Assistant Headteacher
Miss E Xavier-Cope

Should you wish to take your concern further,
please send an email via the school office
(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).

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**



Resolution of Concerns Booklet 2025-2026

1 Class Teacher
2 Phase Leader 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
3 Assistant Headteacher Miss Hales Mrs Doughty Mr Lewis Miss Xavier-Cope
4 Deputy Headteacher Mrs Bacon
5 Headteacher Mrs K Jone
6 Deputy Director of Education Mrs K Jones
7 Thinking Schools Academy Trust (info@tsatrust.org.uk)
8 Panel Hearing Clerk to the Governing Body (enquiries@tsatrust.org.uk)