



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 S Bristol

#### Year 2

Miss S Bristol

#### Year 3

Miss Chawner

#### Year 4

Miss Chawner

#### Year 5

Miss Slattery

#### Year 6

Miss Slattery

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 – KS1 Assistant Headteacher**  
**Miss S Morgan – KS2 Assistant Headteacher**  
**Ms J Studniarz – SEN Assistant Headteacher**

Should you wish to take your concern further, please complete a '**School Formal Complaint Form**' and send to **Mrs J Bacon, Deputy 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 Deputy Headteacher's response, the matter will be referred to **Mr C Murphy, Headteacher.**

If you are dissatisfied with the Headteacher's response, the matter will be referred to **Mrs M Gage, Director of Education (Chatham).**

If, on the rare occasion, a concern is not resolved in this way, please complete a '**School Complaint Review Request Form**' and send to **The Governing Body** (c/o New Horizons Children's Academy).

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<b>1</b> <b>Class Teacher</b>
<b>2</b> <b>Phase Leader</b> FS: Miss Hales Year 1/2: Miss Bristol Year 3/4: Miss Chawner Year 5/6: Miss Slattery
<b>3</b> <b>Assistant Headteacher</b> Miss Hales Miss Morgan Ms Studniarz
<b>4</b> <b>Deputy Headteacher</b> Mrs Bacon
<b>5</b> <b>Headteacher</b> Mr Murphy
<b>6</b> <b>Director of Education (Chatham)</b> Mrs Gage
<b>7</b> <b>Governing Body</b>



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# **Resolution of Concerns Booklet 2020-2021**