



**MAYFIELD GRAMMAR SCHOOL
GRAVESEND**

**SUPPORTING PUPILS WITH
MEDICAL CONDITIONS POLICY**

Last reviewed on: February 2024
Next review due by: February 2025

Mayfield Grammar School, Gravesend

SUPPORTING PUPILS WITH MEDICAL CONDITIONS POLICY

INTRODUCTION

Most pupils at some time have a medical condition that may affect their participation in school activities. For most children this will be short-term. However, other children have medical conditions that, if not properly managed, could limit their access to education. In addition to the educational impact, there are social and emotional implications associated with a medical condition. Such pupils are regarded as having medical needs. Most of these children will be able to attend school regularly and take part in normal activities.

This policy outlines responsibilities and procedures for supporting pupils at Mayfield Grammar School, Gravesend, who have medical needs.

AIMS OF THE POLICY

To ensure that all children with medical conditions, in terms of both physical and mental health, are properly supported in school so that they can play a full and active role in school life, remain healthy and achieve their academic potential. Children with medical conditions have a right to a full education and no child will be refused admission because arrangements for their medical condition have not been made.

This policy is written in line with the requirements of:-

Children and Families Act 2014 - section 100

Supporting pupils at school with medical conditions: statutory guidance for governing bodies of maintained schools and proprietors of academies in England, DfE Sept 2014

0-25 SEND Code of Practice, DfE 2014

Mental Health and behaviour in schools: departmental advice for school staff, DfE June 2014

Equalities Act 2010

Schools Admissions Code, DfE 1 Feb 2010

This policy should be read in conjunction with the following:

SEND policy / SEND Information Report,

Safeguarding policy,

Admissions policy and

Inclusion policy,

This policy was developed along with pupils from the school and their parents and will be reviewed annually.

DEFINITIONS OF MEDICAL CONDITIONS

Pupils' medical needs may be broadly summarised as being of two types:-

Short-term affecting their participation at school because they are on a course of medication

Long-term potentially limiting access to education and requiring on-going support, medicines or care while at school to help them to manage their condition and keep them well, including monitoring and intervention in emergency circumstances. It is important that parents feel confident that the school will provide effective support for their child's medical condition and that pupils feel safe.

Some children with medical conditions may be considered disabled. Where this is the case, the governing bodies must comply with their duties under the Equality Act 2010. Some may also have special educational needs (SEN) and may have a statement or Education, Health and Care Plan (EHCP). In this case, the policy should be read in conjunction with the 0-25 SEND Code of Practice and the school's SEND policy / SEND Information Report and the individual healthcare plan will become part of the EHCP.

THE STATUTORY DUTY OF THE GOVERNING BODY

The governing body remains legally responsible and accountable for fulfilling their statutory duty for supporting pupils at school with medical conditions. The governing body of Mayfield Grammar School, Gravesend fulfil this by-

- Ensuring that arrangements are in place to support pupils with medical conditions. In doing so we will ensure that such children can access and enjoy the same opportunities at school as any other child;
- Taking into account that many medical conditions that require support at school will affect quality of life and may be life threatening. Some will be more obvious than others and therefore the focus is on the needs of each individual child and how their medical condition impacts on their school life;
- Ensuring that the arrangements give parents and pupils confidence in the school's ability to provide effective support for medical conditions, should show an understanding of how medical conditions affects a child's ability to learn, as well as increase their confidence and promote self-care. We will ensure that staff are properly trained to provide the support that pupils need;
- Ensuring that no child with a medical condition is denied admission, or prevented from taking up a place in school because arrangements for their medical condition have not been made. However, in line with safeguarding duties, we will ensure that pupils' health is not put at unnecessary risk from, for example, infectious diseases, and reserve the right to refuse admittance to a child at times where it would be detrimental to the health of that child or others to do so;
- Ensuring that the arrangements put in place are sufficient to meet our statutory duties and ensure that policies, plans, procedures and systems are properly and effectively implemented;
- Developing a policy for supporting pupils with medical conditions that is reviewed regularly and accessible to parents and school staff (this policy);
- Ensuring that the policy includes details on how the policy will be implemented effectively, including a named person who has overall responsibility for policy implementation (see section below on policy implementation);
- Ensuring that the policy sets out the procedures to be followed whenever the school is notified that a pupil has a medical condition (see section below on procedure to be followed when notifications is received that a pupil has a medical condition);
- Ensuring that the policy covers the role of individual healthcare plans, and who is responsible for their development, in supporting pupils at school with medical conditions (see section below on individual healthcare plans);
- Ensuring that the school policy clearly identifies the roles and responsibilities of all those involved in arrangements for supporting pupils at school with medical conditions and how

they will be supported, how their training needs will be assessed and how and by whom training will be commissioned and provided (see section below on staff training and support);

- Ensuring that the school policy covers arrangements for children who are competent to manage their own health needs and medicines (see section below on the child's role in managing their own medical needs);
- Ensuring that the policy is clear about the procedures to be followed for managing medicines including the completion of written records (see section below on managing medicines on school premises);
- Ensuring that the policy sets out what should happen in an emergency situation (see section below on emergency procedures);
- Ensuring that the arrangements are clear and unambiguous about the need to support actively pupils with medical conditions to participate in school trips and visits, or in sporting activities, and not prevent them from doing so (see section on day trips, residential trips and sporting activities);
- Considering whether to
 - develop transport healthcare plans in conjunction with the LA for pupils with life-threatening conditions who use home-to-school transport
 - Purchase and train staff in the use of defibrillators
 - Once regulations are changed consider holding asthma inhalers for emergency use;
- Ensuring that the appropriate level of insurance is in place and appropriate to the level of risk;
- Ensuring that the policy sets out how complaints may be made and will be handled concerning the support to pupils with medical conditions.

POLICY IMPLEMENTATION

The statutory duty for arranging for supporting pupils at school with medical conditions rests with the governing Body. The governing body have conferred the following functions of the implementation of this policy to the staff below; however, the governing body remains legally responsible and accountable for fulfilling our statutory duty.

The overall responsibility for the implementation of this policy is given to Mrs Wilson, Headteacher. She is also responsible for ensuring that sufficient staff are suitably trained. Where there are staff absences or staff turnover she will have a responsibility to ensure that someone is always available and on-site with an appropriate level of training.

The Senior Leadership Team will be responsible for briefing supply teachers, preparing risk assessments for school visits and other school activities outside of the normal timetable and for the monitoring of individual healthcare plans.

Mrs T Lee, SENCo will be responsible in conjunction with parents/carers, for drawing up, implementing and keeping under review the individual healthcare plan for each pupil and making sure relevant staff are aware of these plans

All members of staff are expected to show a commitment and awareness of children's medical conditions and the expectations of this policy. All new members of staff will be informed of the arrangements and guidelines in this policy upon taking up their post.

PROCEDURE TO BE FOLLOWED WHEN NOTIFICATION IS RECEIVED THAT A PUPIL HAS A MEDICAL CONDITION

This covers notification prior to admission, procedures to cover transitional arrangements between schools or alternative providers, and the process to be followed upon reintegration after a period of absence or when pupils' needs change.

For children being admitted to Mayfield Grammar School, Gravesend, for the first time with good notification given, the arrangements will be in place for the start of the relevant school term. In cases, such as a new diagnosis or a child moving to Mayfield Grammar School, Gravesend mid-term, we will make every effort to ensure that arrangements are put in place within two weeks.

In making the necessary arrangements, we will take into account that many of the medical conditions that require support at school will affect quality of life and may be life threatening. We also acknowledge that some may be more obvious than others. We will therefore ensure that the focus is on the needs of each individual child and how their medical condition affects their school life. We aim to ensure that parents/carers and pupils can have confidence in our ability to provide effective support for medical conditions in school, so the arrangements will show an understanding of how medical conditions impact on the child's ability to learn, as well as increase their confidence and promote self-care.

We will ensure that sufficient staff are properly trained and supervised to support pupils' medical conditions. We aim to support pupils with medical conditions so they are able to participate in school trips and visits, or in sporting activities. We will aim for the inclusion of pupils in such activities with any reasonable adjustments made as required; unless evidence from a clinician such as a GP states that this is not possible. We will make sure that no child with a medical condition is denied admission or prevented from attending the school because arrangements for supporting their medical condition have not been made. However, in line with our safeguarding duties, we will ensure that all pupils' health is not put at unnecessary risk from, for example infectious disease. We will therefore not accept a child in school at times where it would be detrimental to the health of that child or others.

Mayfield Grammar School, Gravesend does not have to wait for a formal diagnosis before providing support to pupils. In cases where a pupil's medical condition is unclear, or where there is a difference of opinion, judgements will be made about what support to provide based on available evidence. This would normally involve some form of medical evidence and consultation with parents/carers. Where evidence conflicts, some degree of challenge may be necessary to ensure that the right support can be put in place. These discussions will be led by Mrs C Kemp, Assistant Headteacher, Mrs A Absolon, Assistant Headteacher, Mrs Lee, SENCo or the relevant Learning Leader. Following these discussions, an individual healthcare plan will be written in conjunction with the parent/carers and the school.

The school uses a Medical Needs Register to inform staff about students with long-term and/or complex health needs such as diabetes, epilepsy, severe allergies and sickle-cell anaemia.

INDIVIDUAL HEALTHCARE PLANS

Individual healthcare plans will help to ensure that Mayfield Grammar School, Gravesend effectively supports pupils with medical conditions. They will provide clarity about what needs to be done, when and by whom. They will often be essential, such as in cases where conditions fluctuate or where there is a high risk that emergency intervention will be needed. They are likely to be helpful in the majority of other cases too, especially where medical conditions are long-term and complex. However, not all children will require one.

The school, healthcare professional and parent/carer should agree, based on evidence, when a healthcare plan would be inappropriate or disproportionate. If an agreement cannot be reached, the Headteacher is best placed to take a final view.

Individual healthcare plans will be stored as a hard copy in the Main School Reception, an electronic copy will also be placed on SIMS to allow the relevant teaching, and support staff to access them, the confidentiality of the information stored will be respected. The plans will contain the key information and actions required to support the child effectively. The level of detail within the plan will depend on the complexity of the child's condition and the degree of support needed and the school understands that different children with the same health condition may require very different support. Where a child has SEN but does not have an EHC plan, their special educational needs should be mentioned in their individual healthcare plan.

Individual healthcare plans will initially be completed by the parents/carer along with any relevant healthcare professionals e.g. school, specialist or children's community nurse, who can best advise on the particular needs of the child. The school will work in partnership with the parent/carer to ensure that the healthcare plan is completed and implemented. Pupils can also be involved in developing their healthcare plan. For children with long-term and/or complex medical needs, the school will contact the parent/carer to confirm that the healthcare plan has been received and to invite them to contact the SENCo to discuss the plan if needed. The aim is to identify the steps that Mayfield Grammar School, Gravesend should take to help manage the child's condition and overcome any potential barriers to getting the most from their education. The responsibility for ensuring it is finalised and implemented rests with the school.

Mayfield Grammar School, Gravesend will ensure that individual healthcare plans are reviewed at least annually or earlier if evidence is presented that the child's needs have changed. They will be developed and reviewed with the child's best interests in mind and ensure that Mayfield Grammar School, Gravesend assesses and manages risks to the child's education, health and social wellbeing, and minimises disruption. Where a child is returning to school following a period of hospital education or alternative provision, we will work with the local authority and education provider to ensure that the individual healthcare plan identifies the support the child will need to reintegrate effectively.

The school provides a basic template for the individual healthcare plan, and although this format may be revised to suit the specific needs of each pupil, they should all include the following information

- The medical condition, its triggers, signs, symptoms and treatments;
- The pupil's resulting needs, including medication (dose, side effects and storage) and other treatments, time, facilities, equipment, testing, access to food and drink where this is used to manage their condition, dietary requirements and environmental issues e.g. crowded corridors, travel time between lessons;
- Specific support for the pupil's educational, social and emotional needs - for example, how absences will be managed, requirements for extra time to complete exams, use of rest periods or additional support in catching up with lessons, counselling sessions;
- The level of support needed including in emergencies. Most children at Mayfield Grammar School will be able to take responsibility for their own health needs and if a child is self-managing their medication, this should be clearly stated with appropriate arrangements for monitoring;
- Written permission from parents/carer for medication to be administered by a member of staff, or self-administered by the pupil during school hours;

- Where confidentiality issues are raised by the parent/child, the designated individual to be entrusted with information about the child's condition; and
- What to do in an emergency, including whom to contact, and contingency arrangements. Some children may have an emergency healthcare plan prepared by their lead clinician that could be used to inform development of their individual healthcare plan

A meeting will be arranged to discuss and agree separate arrangements or procedures required for school trips or other school activities outside of the normal school timetable that will ensure the child can participate.

ROLES AND RESPONSIBILITIES

Please refer to the section on policy implementation for the functions that have been delegated to different, named members of staff at Mayfield Grammar School, Gravesend.

In addition, we can refer to the **School Nursing Team** for support with drawing up Individual Healthcare Plans, provide or commission specialist medical training, liaison with lead clinicians and advice or support in relation to pupils with medical conditions.

Other **healthcare professionals, including GPs and paediatricians** should notify the School Nursing Team when a child has been identified as having a medical condition that will require support at school. Specialist local health teams may be able to provide support, and training to staff, for children with particular conditions (e.g. asthma, diabetes, epilepsy)

Pupils with medical conditions will often be best placed to provide information about how their condition affects them. They can be involved in discussions about their medical support needs and contribute as much as possible to the development of, and comply with, their individual healthcare plan. Other pupils will often be sensitive to the needs of those with medical conditions, and can, for example, alert staff to the deteriorating condition or emergency need of pupils with medical conditions.

Parents/carers should provide the school with sufficient and up-to-date information about their child's medical needs. Parents are key partners and are involved in the development and review of their child's individual healthcare plan. They should carry out any action they have agreed to as part of its implementation, e.g. provide medicines and equipment and ensure they or another nominated adult are contactable at all times.

Local authorities are commissioners of school nurses for maintained schools and academies in Kent. Under Section 10 of the Children Act 2004, they have a duty to promote co-operation between relevant partners such as governing bodies of maintained schools, proprietors of academies, clinical commissioning groups and NHS England, with a view to improving the well-being of children with regard to their physical and mental health, and their education, training and recreation. KCC will work with us to support pupils with medical conditions to attend full time. Where pupils would not receive a suitable education in a mainstream school because of their health needs, the local authority has a duty to make other arrangements. Statutory guidance for local authorities sets out that they should be ready to make arrangements under this duty when it is clear that a child will be away from school for 15 days or more because of health needs (whether consecutive or cumulative across the year).

Providers of health services should co-operate with schools that are supporting children with medical conditions. They can provide valuable support, information, advice and guidance to schools, and their staff, to support children with medical conditions at school.

The Integrated Care Board (ICB) commission other healthcare professionals such as specialist nurses. They have a reciprocal duty to co-operate under Section 10 of the Children Act 2004 (as described above for local authorities). The local Health and Well-being Board provides a forum for the local authority and CCGs to consider with other partners, including locally elected representatives, how to strengthen links between education, health and care settings.

The **Ofsted** inspection framework places a clear emphasis on meeting the needs of disabled children and pupils with SEN, and considering the quality of teaching and the progress made by these pupils. Inspectors are already briefed to consider the needs of pupils with chronic or long-term medical conditions alongside these groups and to report on how well their needs are being met. Schools are expected to have a policy dealing with medical needs and to be able to demonstrate that it is being implemented effectively.

Staff training and support

The following staff have received first aid training

School first aiders and the date of the last certification are:

Emergency First Aid Trained

Anita Ashton – Expires July 2025
George Barfoot – Expires July 2025
Emma Bennett – Expires December 2026
Tom Brown – Expires December 2026
James Burns – Expires July 2025
Barry Burton – Expires October 2026
Lauren Capewell - Expires July 2025
Melissa Carr – Expires January 2025
Hayley Castle – Expires February 2025
Kate Conway – Expires December 2026
Tracy Courtney – Expires January 2025
Fiona Curley – Expires December 2026
Monika Czeszlai - Expires January 2025
Sulinder Dhadley – Expires January 2025
Alison Ferrar – Expires February 2025
Ian Gordon - Expires January 2025
Caitlin Joy – Expires December 2026
Caroline Kemp – Expires July 2025
Alberta Male – Expires December 2026
Lorraine McCormack – Expires July 2025
Andy Morris - Expires January 2025
Janice Murfet – Expires July 2025
Tom Orr - Expires January 2025
Martin Porritt – Expires February 2025
Gabriel Quiros – Expires December 2026
Laetitia Rey - Expires January 2025
Mandeep Sangha – Expires December 2026
Helen Soan – Expires January 2025
Tania Spinks – Expires December 2026
Alice Spinola – Expires July 2025
Mahabuba Sultana - Expires January 2025
Vicki Turner – Expires February 2025
Jackie Walsh – Expires February 2025
Simon Windle – Expires October 2026
Nikolay Yankov – Expires October 2026
Mike Zanier – Expires February 2025

First Aid at Work – Full Course

Sally Carthew - Expires December 2024
Faye Crook – Expires October 2026
Matthew Johnson – Expires January 2025 (trainer)
Sharn Khatkar – Expires October 2026
Karen Loomes – Expires October 2026
Rachel Mulley-White – Expires December 2024
Michelle Sayers – Expires October 2026
Wayne Vilday – Expires October 2026

Named people for administering medicines:

Ms K Conway
Miss M Farrell
Mrs R Mulley-White

A record of any additional staff training for administration of medicines and /or medical procedures will be maintained by the school.

Staff who are required to provide support to pupils for medical conditions will be trained by healthcare professionals qualified to do so. The training need will be identified by the healthcare professional during the development or review of the individual healthcare plan. We may choose to arrange training ourselves and will ensure that it remains up-to-date.

Training should be sufficient to ensure that staff are competent and have confidence in their ability to support pupils with medical conditions, and to fulfil the requirements set out in the individual healthcare plans. They will need an understanding of the specific medical conditions they are being asked to deal with, their implications and preventative measures.

Staff must not give prescription medicines or undertake healthcare procedures without appropriate training. Healthcare professionals, including the school nurse, can provide confirmation of proficiency of staff in a medical procedure, or in providing medication.

All staff will receive induction training and regular whole school awareness training so that all staff are aware of the school's policy for supporting pupils with medical conditions and their role in implementing the policy. Mrs Wilson, Headteacher, will seek advice from relevant healthcare professions about training needs, including preventative and emergency measures so that staff can recognise and act quickly when a problem occurs.

The family of a child will often be key in providing relevant information to school staff about how their child's needs can be met, and parents will be asked for their views. They should provide specific advice, but should not be the sole trainer.

THE CHILD'S ROLE IN MANAGING THEIR OWN MEDICAL NEEDS

If, after discussion with the parent/carer, it is agreed that the child is competent to manage his/her own medication and procedures, s/he will be encouraged to do so. This will be reflected in the individual healthcare plan.

Wherever possible children will be allowed to carry their own medicines and relevant devices or should be able to access their medication for self-medication quickly and easily; these will be stored in the main reception to ensure that the safeguarding of other children is not compromised. Mayfield Grammar School, Gravesend does also recognise that children who take their medicines themselves

and/or manage procedures may require an appropriate level of supervision. If it is not appropriate for a child to self-manage, then relevant staff will help to administer medicines and manage procedures for them.

If a child refuses to take medicine or carry out a necessary procedure, staff will not force them to do so, but follow the procedure agreed in the individual healthcare plan. Parents will be informed so that alternative options can be considered.

MANAGING MEDICINES ON SCHOOL PREMISES AND RECORD KEEPING

At Mayfield Grammar School, Gravesend the following procedures are to be followed

- Medicines should only be administered at school when it would be detrimental to a child's health or school attendance not to do so;
- No child under 16 should be given prescription or non-prescription medicines without their parent's written consent, except in exceptional circumstances where the medicine has been prescribed to the child without the knowledge of the parents. In such cases, every effort should be made to encourage the child or young person to involve their parents while respecting their right to confidentiality;
- With parental written consent we will administer non-prescription medicines excluding those containing aspirin except prescribed by a doctor. Medication, e.g. for pain relief, should never be administered without first checking maximum dosage and when previous dose was taken. Parents will be informed;
- Where clinically possible, medicines should be prescribed in dose frequencies which enable them to be taken outside school hours;
- Mayfield Grammar School, Gravesend, will only accept prescribed medicines, with written permission from parent/carer that are in-date, labelled, provided in the original container as dispense a pharmacist and include instructions for administration, dosage and storage. The exception to this is insulin which must be in-date, but will generally be available to schools inside an insulin pen or a pump, rather than its original container;
- All medicines will be stored safely in the Main school Office Children should know where their medicines are at all times and be able to access them immediately.
- Medicines and devices such as asthma inhalers, blood glucose testing meters and adrenaline pens should be always readily available and can be kept by the student in their school bag. Additional items can be stored in the main reception and should be clearly marked with the pupil's name, state where and not locked away.
- During school trips the pupil or a member of staff will carry the medical devices and medicines required;
- A child who had been prescribed a controlled drug may legally have it in their possession if they are competent to do so, but passing it to another child for use is an offence. Monitoring arrangements may be necessary. Otherwise, we will keep all controlled drugs that have been prescribed for a pupil securely stored in a non-portable container and only named staff will have access. Controlled drugs should be easily accessible in an emergency. A record should be kept of any doses used and the amount of the controlled drug held in the school;
- Staff administering medicines should do so in accordance with the prescriber's instructions. Mayfield Grammar School, Gravesend will keep a record of all medicines

administered to individual children, stating what, how and how much was administered, when and by whom. Any side effects of the medication to be administered at school will be noted. Written records are kept of all medicines administered to children. These records offer protection to staff and children and provide evidence that agreed procedures have been followed;

- When no longer required, medicines should be returned to the parent/carer to arrange safe disposal. Sharps boxes should always be used for the disposal of needles and other sharps.

EMERGENCY PROCEDURES

Mrs Wilson, Headteacher will ensure that arrangements are in place for dealing with emergencies for all school activities wherever they take place, including school trips within and outside the UK, as part of the general risk management process.

Where a child has an individual healthcare plan, this should clearly define what constitutes an emergency and explain what to do, including ensuring that all relevant staff are aware of emergency symptoms and procedures. Other pupils in the school should know what to do in general terms, such as informing a teacher immediately if they think help is needed.

If a child needs to be taken to hospital, staff will stay with the child until the parent arrives, or accompany a child taken to hospital by ambulance. Schools need to ensure they understand the local emergency services cover arrangements and that the correct information is provided for navigation systems.

DAY TRIPS, RESIDENTIAL VISITS, AND SPORTING ACTIVITIES

We will actively support pupils with medical conditions to participate in day trips, residential visits and sporting activities by being flexible and making reasonable adjustments, unless there is evidence from a clinician such as a GP that this is not possible.

We will always conduct a risk assessment so that planning arrangements take account of any action needed to ensure that pupils with medical conditions can be included safely. This will involve consultation with parents\carers and relevant healthcare professions as necessary. The risk assessment will be informed by Health and Safety Executive (HSE) guidance on school trips.

OTHER ISSUES FOR CONSIDERATION

Where a pupil uses home-to-school transport arranged by the LA and they have a medical condition that is life threatening, we will share the pupil's individual healthcare plan with the local authority.

The school has a defibrillator situated at both school sites.

AIMS FOR MAYFIELD GRAMMAR SCHOOL, GRAVESEND

- Children will be able to easily access their inhalers and medication and administer their medication when and where necessary;
- Staff will not assume that every child with the same condition requires the same treatment;
- The views of the child or their parents\carers will be taken into account when planning for the care of the child; the school will take heed of the medical evidence or opinion presented.

- Children with medical needs will be supported to allow them to stay in school and to be involved in school activities, including lunch, unless this is specified in their individual healthcare plans;
- If the child becomes ill, a trained member of staff will assess them and escort them to the school office;
- The school will realise that a long-term or complex medical need may result in hospital and medical appointments. The school will not penalise children for their attendance record if their absences are related to their medical condition, e.g. hospital appointments;
- Pupils will be allowed to drink, eat or take toilet breaks whenever they need to in order to manage their medical condition effectively;
- The school will not require parents\carers to attend school to administer medication or provide medical support to their child, including with toileting issues.
- If there is an emergency, the school will refer to the Healthcare plan and will decide if additional medical support such as requesting an ambulance to attend. Parents will be informed immediately if this happens.
- The school will make reasonable adjustments to ensure that pupils can participate in any aspect of school life.

LIABILITY AND INDEMNITY

The school has liability and indemnity insurance cover.

COMPLAINTS

Should parents\carers be unhappy with any aspect of their child's care at Mayfield Grammar School, Gravesend they must discuss their concerns with the school. This will be with the child's form tutor or Learning Leader in the first instance, with whom any issues should be addressed. If this does not resolve concern, the matter should be brought to a member of leadership team. Where necessary, they will bring concerns to the attention of the Headteacher. In the unlikely event of this not resolving the issue, the parent\carer must make a formal complaint using the school's Complaints Procedure.

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