



Complaints Procedure

	Signature	Date
Chair of Governors	<input type="text"/>	<input type="text"/>
Headteacher	<input type="text"/>	<input type="text"/>
Committee Approval		<input type="text" value="April 2020"/>
Next Review Date		<input type="text" value="Spring 2022"/>

Contents

1.	Introduction	3
2.	Aim and Objectives	3
3.	The difference between a concern and a complaint	3
4.	Areas not covered by this procedure	3
5.	Informal Procedure	4
	5.1 Stage 1: Raising a concern	4
	5.2 Timescales	4
6.	Formal Procedure	4
	6.1 Stage 2	
	6.1.1 Where to send complaints	5
	6.1.2 Anonymous complaints	5
	6.1.3 Procedure	5
	6.1.4 Withdrawal of a complaint	6
	6.1.5 Resolving the complaint	6
	6.2 Stage 3	
	6.2.1 How to escalate to Stage 3	6
	6.2.2 Procedure	6
	6.2.3 Resolving the complaint	7
	6.3 Next Steps	7
7.	Serial or Persistent Complaints	8
8.	Monitoring and Review	8
	Appendices	
1.	Procedure Summary Flowchart	9
2.	School Complaints Procedure Exceptions	11
3.	Complaints Form	13
4.	The Panel Hearing	14
5.	Roles and Responsibilities	15
6.	Procedure for Managing Serial and Unreasonable Complaints	18

1. Introduction

Our governing body has adopted this procedure to deal with concerns or complaints from members of the school community or general public. Any person may make a complaint to Newtown School about any provision of facilities or services that the school provides.

2. Aims and Objectives

Our school aims to be fair, open and honest when dealing with any concern or complaint and to resolve it through open dialogue and mutual understanding. Careful consideration will be given to all concerns and complaints and we will deal with them as swiftly as possible. We will provide sufficient opportunity for any complaint to be fully discussed.

In all cases we will put the interests of the child above all other issues.

Our procedure is underpinned by the following **framework of principles**: -

- encourage resolution of problems by informal means wherever possible
- be easily accessible and publicised
- be simple to use and understand
- be impartial
- be non-adversarial
- allow swift handling with established time-limits for action and keeping people informed of the progress
- ensure a full and fair investigation by an independent person where necessary
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation)
- address all points of issue, providing an effective response and appropriate redress, where necessary
- provide information to the school's senior management team so that services can be improved.

3. The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought.'

A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or lack of.'

It is in everyone's interests that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. There are however occasions when people would like to raise their concerns formally, in this case Newtown will attempt to resolve the issue internally, through the stages outlined within this procedure.

4. Areas not covered by this procedure

This procedure does not apply to issues concerning admissions, exclusion appeals, statutory assessments of special educational needs or grievances by school staff. These are the subject of separate complaints procedures; more information can be obtained from the school.

In addition, Ofsted has the power to investigate certain (qualifying) complaints about maintained schools, including those from parents. A qualifying complaint is one that affects the whole school, not an individual. More information can be obtained from the school or Ofsted.

The exceptions to the complaints procedure can be seen in appendix 2.

All other concerns and complaints are handled by the school according to the arrangements set out below.

5. Informal Procedure

5.1 Stage 1: Raising a Concern

A concern can be raised in person, in writing or by telephone. They may be made by a third party acting on behalf of the complainant, as long as they have appropriate consent to do so.

It is **not** appropriate to publicise any concerns you may have on social networking sites. Please speak, or write, to someone at the school at your earliest convenience, rather than using any other means.

The school considers any concerns very seriously and most problems can be resolved following discussion and a shared understanding of the issues. All members of staff work very hard to ensure that each child is happy at school and is making good progress and they always want to know if there is a problem so they can help to resolve it.

Concerns should initially be raised with either the class teacher or the Early Years Leader, Sarah Organ for concerns relating to Pre-School or Reception or the Deputy Head, Louise Crook, for concerns relating to Year 1 or 2.

Most concerns can be resolved at this level, however, if after speaking to your child's class teacher, you are still concerned, the next step would be to make a formal complaint.

5.2 Timescales

Concerns and complaints should be raised within three months of the incident or, where a series of incidents have occurred, within three months of the last of these incidents. The school would only consider concerns or complaints outside of this timeframe if exceptional circumstances applied.

The school considers concerns and complaints received outside of term time to have been received on the first school day after the holiday period and timescales start from that point.

Timescales for replying and dealing with complaints are also paused during times that the school is shut for holidays.

6. Formal procedure

6.1 Stage 2

Most concerns are resolved, however if you remain dissatisfied and wish to make a formal complaint you can let us know in person, by telephone or in writing. Complaints may also be made by a third party acting on behalf of the complainant, as long as they have appropriate consent to do so.

There is a complaint form (appendix 3) attached to this procedure which can be helpful to complete. The aim of the form is to give us clear an understanding as possible of the complaint and includes a section on what actions would resolve the problem, however if another format is clearly marked as a formal complaint it will be taken as such. Third party organisations like Citizens Advice can assist in filing a complaint.

6.1.1 Where to send complaints

Complaints about school procedures or involving or relating to a member of the school staff (except the Headteacher) should be made to the Headteacher, Julia Antrobus, via the school office. These should be marked as Private and Confidential for Immediate Attention.

Complaints involving or relating to the Headteacher should be made to the Chair of Governors, David Mason, via the school office. These should be marked as Private and Confidential for Immediate Attention.

Complaints relating to a member of the Governing Body should be made to the Clerk of Governors, Angela Johnson, via the school office. These should be marked as Private and Confidential for Immediate Attention.

In accordance with equality law, the school will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Complainants will receive an acknowledgement of receipt of the complaint within 5 school days.

6.1.2 Anonymous Complaints

The school will not normally investigate anonymous complaints. However, the Headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

6.1.3 Procedure

The Headteacher, or whoever has received the complaint, will record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within 5 working days. Within this response, the Headteacher, or whoever has received the complaint, will seek to clarify the nature of the initial concern, ask what remains unresolved and what outcome the complainant would like to see. The Headteacher, or whoever has received the complaint, will consider whether a face to face meeting is the most appropriate way of doing this.

The Headteacher, or whoever has received the complaint, may delegate the investigation to another member of the School Leadership Team (or Governor) but not the decision to be taken.

During the investigation, the investigator will:

- if necessary, interview those involved in the matter and / or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meeting / interviews in relation to the investigation
- review any relevant documentation and policies

The person dealing with the complaint (Complaint Leader) will normally write to the complainant with the outcome of this process within 15 school days of receiving the complaint.

If other bodies are investigating aspects of the complaint, for example the police, local authority safeguarding teams or Tribunals, this may impact on the school's ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigation.

If, at any time, it becomes apparent that the complaint is a disciplinary or capability issue, the matter will be dealt with by following the appropriate procedure rather than the complaints procedure. The complainant will be notified if this is the case with their complaint, however, they are not entitled to know which procedure, or the final outcome, because of the right to confidentiality of the member of staff involved.

6.1.4 Withdrawal of a complaint

If a complainant wants to withdraw their complaint, once it is in the formal stages, the school will ask them to confirm this in writing.

6.1.5 Resolving the complaint

If appropriate, the school will acknowledge that the complaint is upheld in whole or in part. In addition, the school **may** offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that the school will try to ensure the event involved will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology

Following the outcome of the investigation, the Headteacher, or whoever is dealing with the complaint, will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2. The complainant must let the school know if they wish to do this within 15 school days of the completion of Stage 2.

6.2 Stage 3

6.2.1 How to escalate a concern to Stage 3

A request to escalate to Stage 3 must be made to the Clerk of Governors, via the school office, within 15 school days of the completion of Stage 2. Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The clerk will record the date the request is received and acknowledge receipt within 5 school days.

6.2.2 Procedure

At this stage the complaint will be considered by a panel of three governors, who will meet to consider the complaint and make a final decision about it on behalf of the governing body. Panel members will have no detailed prior knowledge of the complaint, or connection with the complainant. The meeting will normally take place within 15 school days of the request, if that is not possible, the Clerk will provide an anticipated date and keep the complainant informed. The Clerk will write to the complainant to inform them of the date of the meeting. If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties.

Prior to the panel the Governors will decide amongst themselves who will act as the Chair of the Panel. If there are fewer than three Newtown Governors available or without connection to the case then the Clerk will source additional, independent governors through other local authority schools.

The panel will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs. If the complainant is invited to attend a meeting, they may bring someone to provide support, a relative or friend. Generally, the school would not encourage either party to bring legal representatives to the panel. However, there may be occasions when legal representation is appropriate. For instance, if a school employee is called as a witness, they may wish to be supported by union or legal representation.

Representatives from the media are not permitted to attend.

At least 10 days before the panel, the clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request written materials to be submitted to the panel

At least 5 days before the panel, the clerk will:

- circulate copies of written material to be submitted to the panel to all parties involved. The committee would not normally accept, as evidence, recordings of conversations without the informed consent of all parties being recorded.

It should be noted that the panel will not review any new complaints at this stage or consider evidence unrelated to the initial complaint. New complaints must start the process again.

The panel will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The structure of the panel meeting can be seen in appendix 4.

6.2.3 Resolving the complaint

The panel will consider the complaint and the evidence presented. The panel can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part

If the complaint is upheld in whole or in part, the panel will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the panel will provide the complainant and the Headteacher with a full explanation of their decision and the reason(s) for it, in writing within 10 school days.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by the school.

6.3 Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 3.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Newtown School. They will consider whether the school has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education:

Online: www.education.gov.uk/contactus

Telephone: 0370 000 2288

Address: Department for Education, Piccadilly Gate, Store Street, Manchester M1 2WD

7. Serial or Persistent Complaints

If a complainant attempts to reopen an issue or a closely related issue that has already been dealt with under this Complaints Procedure, the Headteacher will refer the matter to the Chair of Governors. The Chair of Governors, at their discretion, may seek further information or investigation, or may write to the complainant to inform them that the procedure has been exhausted and the matter is closed. The decision of the Chair of Governors in this respect is final.

8. Unreasonable or Vexatious Complainants

Newtown School is committed to providing a high quality service to those who have a legitimate cause for complaint. However, the School does not expect its staff to have to tolerate unacceptable behaviour or breaches of School policy by parents and visitors. The School has adopted the Department for Education's model Policy for Unreasonable Complainants to employ, if necessary (See appendix 5).

The School will resist abuse of the Complaints Procedure. It will not respond to complaints that are vexatious, repeated or manifestly trivial. It may decline to deal with some complaints where the number and/or type of complaints made by a particular individual or family is unreasonable. If, at any stage of the Complaints Procedure the Headteacher believes that a complaint is or has become vexatious he may refer the matter to the Chair of Governors. If it is decided that a complaint is or has become vexatious, the Chair of Governors will advise the complainant that the School will not respond to the matter further, and that should correspondence continue it will be read and filed but will receive no acknowledgment. The decision of the Governors in this respect is final.

In relation to this section, complaints will be regarded as vexatious when they are:

- Repeatedly or obsessively pursued, or
- Unreasonable or seeking unrealistic outcomes, or
- Reasonable but pursued in an unreasonable manner

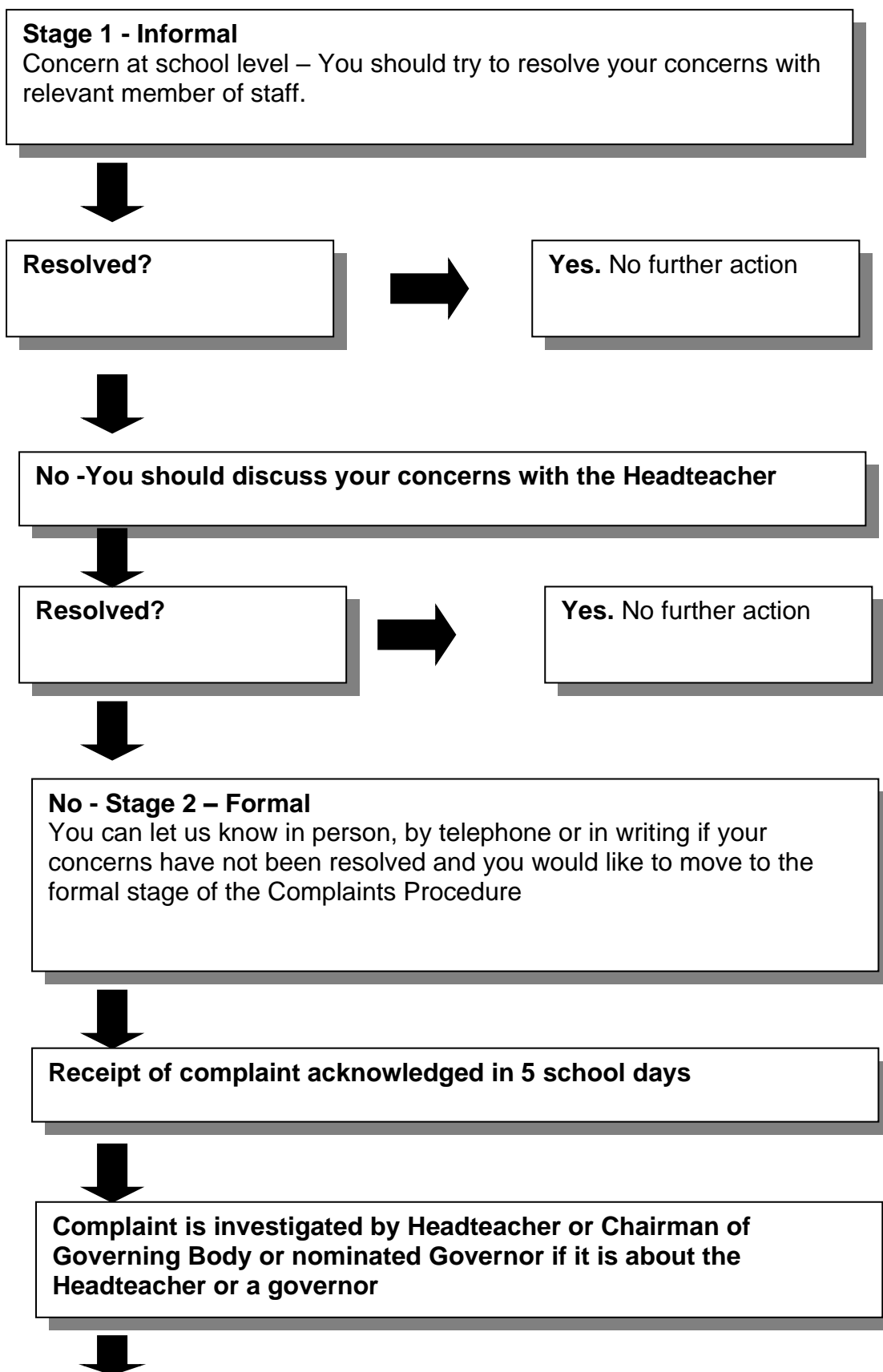
Examples are provided in appendix 6. Unfortunately, in a small minority of cases, people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for the school. These actions can occur either while the complaint is being investigated, or once the school has concluded the complaint investigation. In such cases, the school will follow advice from the Department for Education or the Local Authority and follow the school's policy for Dealing With Persistent or Vexatious Complaints / Harassment In Schools.

9. Monitoring and Review

The governing body monitors the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all formal complaints received by the school and records how they were resolved. Governors examine this log on an annual basis and consider the need for any changes to the procedure.

Appendix 1: Procedure Summary Flowchart

Please refer to the procedure for more detailed information.





You will be informed of the outcome of the investigation within 15 school days of receiving the complaint.



Resolved?



Yes. No further action



No - If you wish to take your complaint to Stage 3 of the procedure you will be asked to confirm this within 15 school days of the completion of Stage 2.



Governor Complaints Panel meets to consider your complaint with 15 school days. If you wish to submit evidence to the panel you will be invited to do so in advance of the meeting. You will also be invited to attend the panel meeting to explain the nature of your complaint



Panel will make a final decision on behalf of the Governing Body and writes to you within 5 school days



Resolved?



Yes. No further action



No - You can contact the Department for Education if you feel the school has acted unreasonably or not followed the correct procedures.

Appendix Two – School Complaints Procedure Exceptions

Exceptions	Who to contact
Admissions to school Statutory assessments of Special Educational Needs School re-organisation proposals	Concerns or complaints in these areas need to be raised with Buckinghamshire Council.
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under the school Child Protection Policy and in accordance with the relevant statutory guidance.
Exclusion of children from school	Further information about raising concerns about exclusions can be found at: www.gov.uk/school-discipline-exclusions/exclusions . However, complaints about the application of the school's Behaviour Policy can be made through this Complaints Procedure.
Whistleblowing	The school has an internal Whistleblowing Procedure for all employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters directly with their employer. Referrals can be made at: www.education.gov.uk/contactus
Staff Grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
Staff Conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a member of staff as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
Complaints about services provided by other providers who may use school premises or facilities.	Providers should have their own complaints procedures and should be contacted direct.
National Curriculum content	Complaints about the National Curriculum should be raised with the Department for Education at: www.education.gov.uk/contactus

Appendix Three – Complaints Form



Newtown School Complaint Form

Please complete and return to Headteacher who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name:

Your relationship to the pupil:

Address:

Day time telephone number:

Evening telephone number:

Email address:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint.
(Who did you speak to and what was the response)?

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Signature:

Date:

Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Appendix Four - At the panel hearing

- After introductions, the complainant will be invited to explain their complaint, and be followed by their witnesses (if any).
- The Headteacher/Chair of Governors may question both the complainant and the witnesses after each has spoken.
- The Headteacher/Chair of Governors is then invited to explain the school's actions and be followed by the school's witnesses (if any).
- The complainant may question both the Headteacher/Chair of Governors and the witnesses after each has spoken.
- The panel may ask questions at any point.
- The complainant is then invited to sum up their complaint.
- The Headteacher/Chair of Governors is then invited to sum up the school's actions and response to the complaint.
- The Chair of the panel explains that both parties will hear from the panel within five school days.
- Both parties leave together while the panel decides on the issues.
- The clerk remains to support the panel.

Appendix Five – Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to establish the facts relevant to the complaint by:

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved
 - interviewing staff and children/young people and other people relevant to the complaint
 - consideration of records and other relevant information
 - analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note-taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal be mindful of the timescales to respond
- prepare a comprehensive report for the Headteacher or complaints panel that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The Headteacher or complaints panel will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Complaint Leader (Headteacher, Chair of Governors)

The Complaint Leader should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, Headteacher, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaint procedure
- be aware of issues regarding:
 - sharing third party information
 - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- keep records.

Clerk to the Governing Body

The Clerk is the contact point for the complainant at Stage 3 and the panel and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example; stage 1 and 2 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision.

Panel Chair

The Panel's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the complaint by a specified date in advance of the meeting
- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR. If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting
- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk.

Panel Member

Panel members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so, no governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant. We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.
- many complainants will feel nervous and inhibited in a formal setting parents/carers often feel emotional when discussing an issue that affects their child.

- extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting. Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated. The committee should respect the views of the child/young person and give them equal consideration to those of adults. If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend. However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.
- the welfare of the child/young person is paramount.

Appendix six: Procedure for Managing Serial and Unreasonable Complaints

Newtown School is committed to dealing with all complaints and issues fairly and impartially, and to providing a high quality service to those who complain. We will not normally limit the contact complainants have with our school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

This procedure is based on a model policy published on the Department for Education website in May 2020.

Newtown School defines unreasonable behaviour as that which hinders our consideration of complaints because of the frequency or nature of the complainant's contact with the school, such as, if the complainant:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process
- refuses to accept that certain issues are not within the scope of the complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice
- introduces trivial or irrelevant information which they expect to be taken into account and commented on
- raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy and complicated contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with
- uses threats to intimidate
- uses abusive, offensive or discriminatory language or violence
- knowingly provides falsified information
- publishes unacceptable information on social media or other public forums.

Complainants should try to limit their communication with the school that relates to their complaint, while the complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text), as it could delay the outcome being reached.

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an '*unreasonable*' marking.

If the behaviour continues, the headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Newtown School causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In response to any serious incident of aggression or violence, we will immediately inform the police and communicate our actions in writing. This may include barring an individual from Newtown School.