



# Admissions Policy 2022-2023

<b>Reviewed by</b>	Governance Manager, Headteacher, Chair of Governors, Admissions Officer
<b>Review Date</b>	September 2020
<b>Date Determined by Governing Body</b>	16 <sup>th</sup> September 2020
<b>Next review date</b>	September 2021

*Note: This policy was amended, following the new Admissions Code legislation from 1<sup>st</sup> September 2021, to include the section in red. This was determined by the Board of Governors on 2<sup>nd</sup> July 2021.*

## Admissions to Year R and Year 3

This policy will apply to all admissions from 1 September 2022, including in-year admissions. It will be used during 2021-2022 for allocating places for September 2022 as part of the main admission round for Year R and Year 3.

The Governing Body of St. Katharine's C. E. (V.A.) Primary School is the admission authority for **The School**. The admission arrangements are determined by the Governing Body, after statutory consultation.

The Published Admission Number (PAN) for St. Katharine's C. E. (V.A.) Primary School is 60 for Early Years (Reception).

The transition from Key Stage 1 to Key Stage 2 marks a separate point of entry into the school. A further two places per class in Year 3 are provided for within the governors' Planned Admission Number i.e. 32 per class.

The PAN is the number of places for children available in the year groups above.

A guiding principle of admissions to this school is that a church school should serve its local community, defined in the trust deed of 28<sup>th</sup> May 1885 which states that St. Katharine's C. E. (V.A.) Primary School was established to provide education for children living in then proposed parish of St Katharine's; now the parishes of St Katharine's with St. Nicholas, All Saints and St. Christopher's (**the Catchment Area**).

The policy aims to be clear, fair and objective and to comply with all relevant legislation. This policy will be administered fairly and impartially. The decision to admit, or otherwise, is the responsibility of *The Governing Body*.

Outside the normal admissions round, the Local Authority's Fair Access protocol will be applied alongside the policy to secure the admission of vulnerable pupils from specific groups.

If the School is oversubscribed, places will be offered in the following priority order. Places for applications received after the deadline will be allocated using the same criteria:

### Admission Criteria

1. **Looked after children or children who were previously looked after.** (see Definition A)
2. Children who, at the time of application have a **sibling** (see Definitions C) on the roll of the school who will still be on roll at the time of proposed admission.
3. Children **living in the Catchment Area** of St. Katharine's C. E. (V.A.) Primary School. (see Definition B).
4. Other children.

## Definitions

### A Looked after children or children who were previously looked after

This criterion provides a priority for children who are (a) in the care of a local authority, or (b) being provided with accommodation by a local authority in the exercise of their social services functions (see the definition in section 22(1) of the Children Act 1989). It can also be used for children who were previously looked after but immediately after being looked after were adopted or became subject to a child arrangements order, or special guardianship order. This includes children who were adopted under the Adoption Act 1976 (see Adoption orders) and children who were adopted under section 46 of the Adoption and Children Act 2002. Child arrangements orders are defined in section 8 of the Children Act 1989, as amended by section 12 of the Children and Families Act 2014. Child arrangements orders replace residence orders and any residence order in force prior to 22 April 2014 is deemed to be a child arrangements order. Section 14A of the Children Act 1989 defines a 'special guardianship order' as an order appointing one or more individuals to be a child's special guardian (or special guardians). **This also includes Internationally Adopted Previously Looked After Children (IAPLAC), those children who appear (to the Admission Authority) to have been in state care outside of England and ceased to be in state care as a result of being adopted.**

Applicants can be asked to provide additional evidence in order to verify the previously looked after status of a child. It is at the discretion of the Admissions Authority what evidence is required. The final decision will be made by the Admissions Authority. If any information supplied by an applicant is judged by the Admissions Authority to be fraudulent or intentionally misleading, the Admissions Authority may refuse to offer a place, or if already offered, may withdraw the offer.

A child is regarded as having been in state care in a place outside of England if they were accommodated by a public authority, a religious organisation or any other provider of care whose sole purpose is to benefit society. Applicants can be asked to provide additional evidence in order to verify the previously looked after status of a child. It is at the discretion of the Admissions Authority what evidence is required. The final decision will be made by the Admissions Authority. If any information supplied by an applicant is judged by the Admissions Authority to be fraudulent or intentionally misleading, the Admissions Authority may refuse to offer a place, or if already offered, may withdraw the offer.

### B The Catchment Area

The catchment area for St. Katharine's C. E. (V.A.) Primary School was defined in the trust deed of 28<sup>th</sup> May 1885 which stated that the school was for children living in then proposed parish of St Katharine's: which is now the parishes of St Katharine's with St. Nicholas, All Saints and St. Christopher's. A map of this area forms part of this policy document (Appendix 1), together with a list of the roads within the catchment area (Appendix 2).

The home address where a child lives is considered to be a residential property that is the child's main or only address during term time. Applicants can be asked to provide additional evidence in order to verify addresses and/or other details provided. It is at the discretion of the Admissions Authority what evidence is required (evidence may include, but is not limited to, Child Benefit, GP registration, evidence of home ownership/tenancy etc.). The final decision on the home address of a child will be made by the Admissions Authority. If any information supplied by an applicant is judged by the Admissions Authority to be fraudulent or intentionally misleading, the Admissions Authority may refuse to offer a place, or if already offered, may withdraw the offer.

### Applications from separated Parents/Carers

Only one application can be considered for each child. Where parents/carers are separated it is essential that agreement is reached by both parties concerning the nominated preferred schools. Where a child spends part of their week with one parent and part with the other, only one address can be used. This must be the address at which the child spends most of their time during term time. Applicants can be asked to provide additional evidence in order to verify addresses and/or other details provided. It is at the discretion of the Admissions Authority what evidence is required (evidence may include, but is not limited to, Child Benefit, GP registration, evidence of home ownership/tenancy etc.). The final decision on the home address of a child will be made by the Admissions Authority. If any information supplied by an applicant is judged by the Admissions Authority to be fraudulent or intentionally misleading, the Admissions Authority may refuse to offer a place, or if already offered, may withdraw the offer.

### **Moving home & UK service personnel & crown servants**

Places can only be offered on the basis of future moves, up to half a term in advance (of the term the child is due to start school), on the receipt of the documentation specified below:

- a letter from the solicitor (or equivalent) confirming exchange of contracts to buy a property relevant to the application;
- a tenancy agreement confirming the renting of a specific property relevant to the application;
- a letter from a housing association confirming that the parent(s) will be living at a specific address relevant to the application; or
- in the case of UK service personnel an official government letter (MOD) declaring a relocation date to the relevant catchment area of St. Katharine's C. E. (V.A.) Primary School (or to establish distance from the school)
- in the case of Crown servants, an official government letter (FCO or other) declaring a relocation date to the relevant catchment area of the school (or to establish distance from the school).

To be considered all evidence must be submitted at the time of application.

### **C Siblings**

'Sibling' refers to brother or sister, half-brother or half-sister, adoptive brother or adoptive sister, step brother or step sister, and includes children living as siblings in the same family unit. It will also be applied to situations where a full or half brother(s) or sister(s) are living at separate addresses. Category 2 includes children who at the time of application have a sibling for whom the offer of a place at the preferred school has been accepted, even if the sibling is not yet attending.

### **Additional Information**

#### **Tie-breaker**

If **The School** is oversubscribed from within any of the above criteria or sub-criteria, straight line distance will be used to prioritise applications; applicants living nearer **The School** have priority. The Local Authority's Geographic Information Systems (GIS) in use at the time of allocation will be used to determine distances from the home address to **The School** (the system at the time of setting this policy, takes the measurement between the address mapping points of the school (shown below) and the applicant's home).



If distances are equal, as calculated by the Council's GIS System, (for example a flat within a block of dwellings with the same front entrance), lots will be drawn by a person independent of The Governing Body to determine the allocation of the final place.

#### **Who can apply**

Only a parent can apply for a place at a school. A parent is any person who has parental responsibility for or is the legal guardian of the child, as set out in the Children Act 1989.

#### **How to apply**

BCP Council operate a Co-ordinated Admissions scheme which processes all main round (ordinary) admission applications. They publish a Composite Prospectus which details all admission arrangements for schools within the Local Authority. Please see <http://www.bournemouth.gov.uk> for the prospectus and details of the scheme.

You must complete a Local Authority Application Form available from the Local Authority or you can apply online at <https://bcp.cloud.servelec-synergy.com/parentportal/>

Bournemouth Admissions Team can be contacted at Children's Information Service, tel. 01202 456223.

### **Admission to Key Stage 2 in St Katharine's Primary School**

The transition from Key Stage 1 to Key Stage 2 marks a separate point of entry into the school. A further two places per class are provided for within the governors' Planned Admission Number i.e. 32 per class. Therefore, four places are potentially available for children to join Year 3 in September 2020. The Governing Body will consider the applications for the additional Year 3 places for the school in main admissions round; i.e. The Governing Body will consider first all those applications received by the published deadline of **midnight on 15 January 2022**. Notifications to parents offering a place will be sent by the Local Authority on **16 April 2022**.

### **Offering places**

The Governing Body will consider first all those applications received by the published deadline of **midnight on 15 January 2022**. Notifications to parents offering a school place will be sent by the Local Authority on **15 April 2022**.

Applications made after **midnight on 15 January 2022** will be considered after all on-time applications have been fully processed unless exceptional circumstances merit consideration alongside on-time applications.

For the main admission round, all on-time preferences will be considered simultaneously and ranked in accordance with the admission criteria. If more than one school can offer a place, the parent's highest stated available preference will be allocated.

### **Pupils with an Education, Health and Care Plan (EHCP)**

The governors will admit any pupil whose Education, Health and Care Plan (previously a final statement of special educational needs) names St. Katharine's C. E. (V.A.) Primary School. Where possible such children will be admitted within the PAN.

### **Multiple births**

Where a twin or child from a multiple birth is admitted to a school under this policy then any further twin or child of the same multiple birth will be admitted, if the parents so wish, even though this may raise the number in the year group above **The School's** PAN.

### **In-year applications (ordinary)**

The allocation of any places which may become available during the year will be made on the basis of the current Admissions Criteria. There are no deadline dates for In-year applications. You must complete a Local Authority Application Form available from the Local Authority or you can apply online at <https://bcp.cloud.servelec-synergy.com/parentportal/>. Any parent with parental responsibility can apply for a place for their child at any time to any school. The Governing Body will decide whether a place can be offered at the school.

### **In-Year Fair Access placements by the local authority**

The local authority must ensure that all pupils are placed in schools as quickly as possible. It may therefore sometimes be necessary for a pupil to be placed by the local authority, or a local placement panel acting on behalf of the authority, in a particular school even if there is a waiting list for admission. Such placements will be made in accordance with the provisions of the local authority's In-Year Fair Access Protocol. The Protocol is based on legislation and government guidance.

### **Waiting lists**

When all available places have been allocated, a waiting list will be operated by the school. All children not being offered a place will automatically be placed on the waiting list for **The School** unless a parent requests for them not to be.

Any places that become available will be allocated according to the criteria of the admission policy with no account being taken of the length of time on the waiting list or any priority order expressed as part of the main admission round. Fair Access admissions and school closure arrangements will take priority over the waiting list.

The waiting list will be reviewed and revised –

- each time a child is added to, or removed from, the waiting list;
- when a child's changed circumstances affect their priority;

Waiting lists for any academic year will be maintained until 31<sup>st</sup> January (within that academic year), at this point they will be cleared by the School.

At the time of receiving an offer of a school place parents will be advised of the process for adding their child's name to a school's waiting list. Parents may keep their child's name on the waiting list of as many schools as they wish.

### **Starting school and deferred entry to Year R**

Admission Authorities **must** provide for the admission of all children in the September following their fourth birthday. However:

- (i) the child's parents can defer the date their child is admitted to the school until later in the school year but not beyond the point at which they reach compulsory school age and not beyond the beginning of the final term of the school year for which it was made; and
- (ii) where the parents wish, children may attend part-time until later in the school year but not beyond the point at which they reach compulsory school age.

It is recommended that parents considering such a request contact the school as early as possible to ensure that an informed decision is made.

### **Notes on compulsory school age and summer born children**

*A child is not required to start school until they have reached compulsory school age following their fifth birthday. For summer born children this is almost a full school year after the point at which they could first be admitted. Compulsory school age is set out in section 8 of the Education Act 1996 and The Education (Start of Compulsory School Age) Order 1998. A child reaches compulsory school age on the prescribed day following his fifth birthday (or on his fifth birthday if it falls on a prescribed day). The prescribed days are 31 December, 31 March and 31 August.*

*All children born from the beginning of April to the end of August reach compulsory school age in the September following their fifth birthday. It is likely that most requests for children to be admitted out of their normal year group will come from parents of children born in the later summer months or those born prematurely.*

*Please refer to Appendix 3, Delayed Entry Policy.*

### **Admission of children outside their normal age group**

Parents who have deferred entry into Year R of a gifted and talented child or a child who has experienced problems or missed part of a year, for example due to ill health, can request a place outside the normal age group. The Governing Body will make a decision on the basis of the circumstances of each case. Parents do not have a right to appeal if they have been offered a place and it is not in the year group they would like.

### **Admission Appeals**

If you are unsuccessful in gaining a place for your child at The School you will be informed by The Local Authority in writing, be given reasons for the refusal and informed of your right to an independent appeal against the decision.

### **Warning**

Places are withdrawn every year because parents give a false 'home address' on application forms. This includes cases where parents take out a short-term let or buy a property solely to use its address on the application form without any intention of taking up permanent residence there. In fairness to all parents, all allegations of fraudulent practice brought to The Governing Body attention will be investigated. The Governing Body reserves the right to withdraw the offer of a place if fraudulent or intentionally misleading information has been used on an application.

### **Legislation**



This policy takes account of all relevant legislation including the legislation on sex discrimination, race relations, and disability, together with all relevant regulations and the School Admissions Code (published by the DfE in December 2014).

**Further Information**

If you require further information about applying for a place at St. Katharine's C. E. (V.A.) Primary School please contact the school:

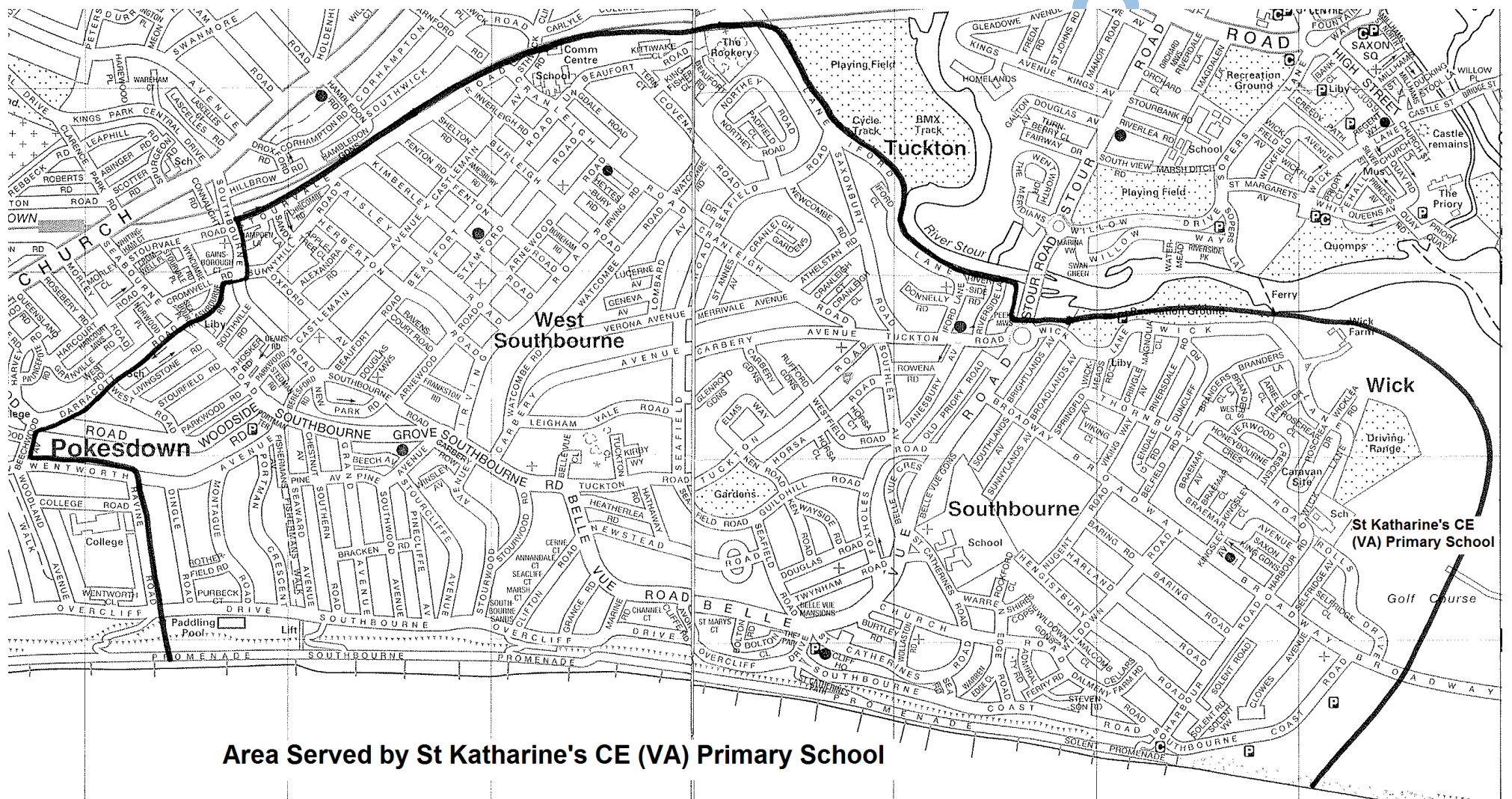
Address: St. Katharine's C.E. (V.A.) Primary School  
Rolls Drive  
BOURNEMOUTH  
BH6 4NA

Tel: 01202 426663

Email: [admissions@skps.email](mailto:admissions@skps.email)

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**APPENDIX 1**  
**Map of the Catchment Area of the School**



**Area Served by St Katharine's CE (VA) Primary School**



**APPENDIX 2****List of Roads within the Catchment Area of the School.**

**Please Note:** roads formed as part of new building schemes may fall within the Area Served by the School but may not be listed below.

Road Name	Post Code Area	House Numbers included within the Catchment Area of the School
Admiralty Road	BH6	All
Alexandra Road	BH6	All
Amesbury Road	BH6	All
Appletree Close	BH6	All
Ariel Close	BH6	All
Ariel Drive	BH6	All
Arnewood Road	BH6	All
Ashbourne Road	BH5	Odd numbers only
Athelstan Road	BH6	All
Avoncliffe Road	BH6	All
Baring Road	BH6	All
Beaufort Road	BH6	All
Beech Avenue	BH6	All
Beechwood Avenue	BH5	Numbers 17, 17a and 19 only
Beechwood Court	BH6	All
Belfield Road	BH6	All
Belle Vue Close	BH6	All
Belle Vue Crescent	BH6	All
Belle Vue Road	BH6	All
Beresford Road	BH5/BH6	All
Bolton Close	BH6	All
Bolton Road	BH6	All
Boreham Road	BH6	All
Boscombe Overcliffe Drive	BH5	Numbers 49 - 77 only
Bracken Road	BH6	All
Braemar Avenue	BH6	All
Braemar Close	BH6	All
Branders Close	BH6	All
Branders Lane	BH6	All
Brightlands Avenue	BH6	All
Broadlands Avenue	BH6	All
Broadway	BH6	All
Broom Lane	BH6	All
Burleigh Road	BH6	All
Burtley Road	BH6	All
Carbery Avenue	BH6	All
Carbery Gardens	BH6	All
Carbery Lane	BH6	All
Castlemain Avenue	BH6	All
Cellars Farm Road	BH6	All
Chestnut Avenue	BH6	All
Chilcombe Road	BH6	All
Church Road	BH6	All
Clifton Road	BH6	All
Clowes Avenue	BH6	All
Covena Road	BH6	All
Cranleigh Close	BH6	All
Cranleigh Court	BH6	All
Cranleigh Gardens	BH6	All
Cranleigh Road	BH6	All

Road Name	Post Code Area	House Numbers included within the Catchment Area of the School
Cringle Avenue	BH6	All
Cromwell Road	BH5	Numbers 25 – 27 only
Dalmeny Road	BH6	All
Danesbury Avenue	BH6	All
Darracott Road	BH5	Odd numbers only
Dean's Road	BH5	All
Dingle Road	BH5	All
Donnelly Road	BH6	All
Douglas Mews	BH6	All
Douglas Road	BH6	All
Duncliffe Road	BH6	All
Elms Way	BH6	All
Fenton Road	BH6	All
Ferry Road	BH6	All
Fisherman's Avenue	BH6	All
Foxholes Road	BH6	All
Frankston Road	BH6	All
Geneva Avenue	BH6	All
Glendale Road	BH6	All
Glenroyd Gardens	BH6	All
Grand Avenue	BH6	All
Grange Road	BH6	All
Guildhill Road	BH6	All
Hampden Lane	BH6	All
Harbour Road	BH6	All
Harland Road	BH6	All
Hathaway Road	BH6	All
Heatherlea Road	BH6	All
Hengistbury Road	BH6	All
Herberton Road	BH6	All
Heytesbury Road	BH6	All
Honeybourne Crescent	BH6	All
Horsa Close	BH6	All
Horsa Court	BH6	All
Horsa Road	BH6	All
Hosker Road	BH5	All
Iford Lane	BH6	Numbers 154 to 320 and 305 - 319 only
Ilford Close	BH6	All
Inverleigh Road	BH6	All
Irving Lane	BH6	All
Irving Road	BH6	All
Ken Road	BH6	All
Kimberley Road	BH6	All
Kingfisher Close	BH6	All
Kingsley Avenue	BH6	All
Kingsley Close	BH6	All
Kirby Way	BH6	All
Kittiwake Close	BH6	All
Leigham Vale Road	BH6	All
Lingdale Road	BH6	All
Livingstone Road	BH5	All
Lombard Avenue	BH6	All
Lucerne Avenue	BH6	All
Magnolia Close	BH6	All

Road Name	Post Code Area	House Numbers included within the Catchment Area of the School
Malcomb Close	BH6	All
Marine Road	BH6	All
Merrivale Avenue	BH6	All
Montague Road	BH5	All
New Park Road	BH6	All
Newcombe Road	BH6	All
Newstead Road	BH6	All
Northey Road	BH6	All
Nugent Road	BH6	All
Old Priory Road	BH6	All
Oxford Avenue	BH6	All
Padfield Close	BH6	All
Paisley Road	BH6	All
Parkwood Road	BH5/BH6	Numbers 21 - 61 and 38 – 154a only
Pine Avenue	BH6	All
Pinecliffe Avenue	BH6	All
Portman Crescent	BH6	All
Portman Terrace	BH5	All
Ravenscourt Road	BH6	All
Ravine Road	BH5	Evens only (numbers 2 - 38)
River Park (iford Lane)	BH6	All
Riversdale Road	BH6	All
Riverside Lane	BH6	All
Riverside Road	BH6	All
Rockford Close	BH6	All
Rolls Drive	BH6	All
Rosecrea Close	BH6	All
Rosecrea Drive	BH6	All
Rotherfield Road	BH5	All
Rowena Road	BH6	All
Rufford Gardens	BH6	All
Sandy Lane	BH6	All
Saxon King Gardens	BH6	All
Saxonbury Road	BH6	All
Sea Road	BH6	All
Seabourne Road	BH5	Numbers 41 - 237 and 48 - 196 only
Seafield Drive	BH6	All
Seafield Road	BH6	All
Seaward Avenue	BH6	All
Selfridge Avenue	BH6	All
Selfridge Close	BH6	All
Shelton Road	BH6	All
Shire's Copse	BH6	All
Solent Road	BH6	All
Southbourne Coast Road	BH6	All
Southbourne Grove	BH6	All
Southbourne Lane East	BH6	All
Southbourne Lane West	BH6	All
Southbourne Overcliff Drive	BH6	All
Southbourne Road	BH6	Numbers 11 - 103 and 16 - 128 only
Southern Road	BH6	All
Southlands Avenue	BH6	All
Southlea Avenue	BH6	All
Southville Road	BH5	All

Road Name	Post Code Area	House Numbers included within the Catchment Area of the School
Southwood Avenue	BH6	All
Springfield Avenue	BH6	All
St Anne's Avenue	BH6	All
St Catherine's Road	BH6	All
Stamford Road	BH6	All
Stedman Road	BH5	All
Stevenson Road	BH6	All
Stourcliffe Avenue	BH6	All
Stourfield Road	BH5	All
Stourvale Road	BH5 & BH6	Numbers 53a - 171 and 68 - 166 only
Stourwood Avenue	BH6	All
Stourwood Road	BH6	All
Sunnyhill Road	BH6	All
Sunnylands Avenue	BH6	All
Tern Court	BH6	All
Thornbury Road	BH6	All
Tuckton Close	BH6	All
Tuckton Gardens	BH6	All
Tuckton Road	BH6	All
Twynham Road	BH6	All
Verona Avenue	BH6	All
Verwood Crescent	BH6	All
Viking Close	BH6	All
Viking Way	BH6	All
Warren Edge Close	BH6	All
Warren Edge Road	BH6	All
Watcombe Road	BH6	All
Wayside Road	BH6	All
Wentworth Avenue	BH5	Numbers 1 - 19 and 2 - 34 only
West Close	BH6	All
West Road	BH5	All
Westfield Road	BH6	All
Wick Green	BH6	All
Wick Lane	BH6	All
Wicklea Road	BH6	All
Wickmeads Road	BH6	All
Wildown Gardens	BH6	All
Wildown Road	BH6	All
Winsley Avenue	BH6	All
Wollaston Road	BH6	All
Woodside Road	BH5	All

## APPENDIX 3

### Delayed Entry Policy.

This Policy will apply to requests for summer born children to delay admission to Reception year.

#### Introduction

This policy document sets out the process and criteria for considering requests to delay admission to the School for summer born children. This policy applies to all pupils with the exception of those holding or undergoing assessment for an Education Health & Care Plan whose parent(s)/carer(s) should contact the Borough's Special Educational Needs Team for advice.

All other application forms should be submitted direct to the Local Authority School Admissions Team.

#### Process for consideration of parental requests for Summer Born Babies to be admitted to Reception a year later than their chronological age group admission:

1. If a parent expresses an interest in applying for delayed entry to Reception, the school should suggest that they arrange a meeting with the Head Teacher or SENCO to discuss their options.
2. If, after discussion with the school, the parents still wish to pursue an 'out of year' admission, they will be asked to complete and submit an application form together with supporting evidence to the Local Authority.
3. The application form will ask parents to confirm that they understand the policy. If approved, any existing applications will be cancelled and the parents will need to re-apply for a place in Reception for the following year. This application must be submitted prior to the closing date of **15 January** the following year. At no time will they be able to hold school offers for their child in two year groups.
4. Any applications made the following year will not be given special priority over applications for children falling naturally in that year group.
5. If the request for delayed admission is submitted after an offer of a school place in the child's chronological age group has been made, if it is subsequently approved that the child can delay admission the original offer will be withdrawn and offered to the next child on the waiting list.
6. The form will also ask for basic information about the child and the following information must be provided:
  - Clear reasons for the request;
  - Information from the child's current nursery or pre-school if applicable;
  - Assessments provided by the Pre-School Provider or Health Visitor from issues raised at the 2 year old check.
7. In addition they may be asked to provide specific information/documentation such as:
  - Early Years reports and assessments where this is available;
  - Existing professional reports and assessments e.g. educational psychology reports from LA where this is available;
  - Health information;
  - Other relevant information and documentary evidence.
8. The Admissions Authority will endeavour to make their final decision within 15 school days of receiving the written request (Application form and supporting evidence).
9. The school will write out to parents within 5 days once a final decision has been made.

#### Criteria for agreement to out of year admissions

The following list is not final and binding and is an example of the type of information that will be considered by the Panel. Meeting one or more of the criteria below is not in itself confirmation of agreement to the request to delay entry. The Panel will consider evidence relating to all aspects of the child's development and needs in coming to a decision and this will include the following:

- in the case of children born prematurely, the fact that they may have naturally fallen into the lower age group if they had been born on their expected date of birth;
- whether delayed social, emotional or physical development is adversely affecting their readiness for school;
- relevant research into the outcomes of summer born and premature child.

#### Right of appeal following the decision

There is no right of appeal if a parent has been offered a place in the school but it is not in the year group they would like. However, parents can make a complaint through the Borough of Bournemouth's complaints procedure.

If a parent is unhappy with the way the Local Authority has handled their complaint, the parent may then refer their complaint to the Local Government Ombudsman.

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