



FOUR MARKS CHURCH OF ENGLAND PRIMARY SCHOOL

POLICY FOR SUPPORTING CHILDREN WITH MEDICAL CONDITIONS

Name of Unit/Premises/Centre/School	Four Marks CE Primary School
Date of Last Policy Review	January 2026
Date of next Review	January 2028
Review Schedule	Bi-annually
Name of Responsible Manager/Headteacher	Warren Glew
Signature of Responsible Manager/Headteacher	<i>W. Glew</i>

Introduction

Section 100 of The Children and Families Act 2014 places a duty on the Governing Body of this school to make arrangements for supporting children at their premise with medical conditions. The Department of Education have produced statutory guidance 'Supporting Pupils with Medical Conditions' and we will have regard to this guidance when meeting this requirement.

We will endeavour to ensure that children with medical conditions are properly supported so that they have full access to education, including school trips and physical education. The aim is to ensure that all children with medical conditions, in terms of both their 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.

It is our policy to ensure that all medical information will be treated confidentially by the Headteacher and staff. All administration of medicines is arranged and managed in accordance with the Supporting Pupils with Medical Needs document. All staff have a duty of care to follow and co-operate with the requirements of this policy.

Where children have a disability, the requirement of the Equality Act 2010 will apply.

Where children have an identified special need, the SEN Code of Practice will also apply.

We recognise that medical conditions may impact social and emotional development as well as having educational implications.

Key Roles & Responsibilities

Statutory Requirement: The governing body should ensure that the school's policy clearly identifies the roles and responsibilities of all those involved in the arrangements they make to support children at school with medical conditions.

Each member of the school and health community knows their roles and responsibilities in maintaining an effective medical conditions policy:

- This school works in partnership with all interested and relevant parties including the school's governing body, school staff, and community healthcare professionals and any relevant emergency practitioners to ensure the policy is planned, implemented and maintained successfully.
- The following roles and responsibilities are used for the medical conditions policy at this school. These roles are understood and communicated regularly.

Governors have a responsibility to:

Ensure the health and safety of their staff and anyone else on the premises or taking part in school activities (this includes all pupils). This responsibility extends to those staff and others leading activities taking place off-site, such as visits, outings or field trips

- ensure the schools health and safety policies and risk assessments are inclusive of the needs of pupils with medical conditions and reviewed annually.
- make sure the medical conditions policy is effectively implemented, monitored and evaluated and regularly updated.
- ensure that the school has robust systems for dealing with medical emergencies and critical incidents (see Hampshire's Critical Incidents Guidelines), at any time when pupils are on site or on out of school activities.

The Headteacher has a responsibility to:

- ensure the school is inclusive and welcoming and that the medical conditions policy is in line with local and national guidance and policy frameworks.
- ensure the policy is put into action, with good communication of the policy to all staff, parents/carers and governors.
- ensure every aspect of the policy is maintained.
- ensure that if the oversight of the policy is delegated to another senior member of staff ensure that the reporting process forms part of their regular supervision/reporting meetings.
- monitor and review the policy at regular intervals, with input from governors, parents/carers, staff and external stakeholders.
- report back to governors about implementation of the health and safety and medical conditions policy.
- ensure through consultation with the governors that the policy is adopted and put into action.

All Four Marks's school staff have a responsibility to:

- be aware of the potential triggers, signs and symptoms of common medical conditions and the impact these can have on pupils and know what to do in an emergency.
- call an ambulance in an emergency.
- understand the school's medical conditions policy.
- know which pupils in their care have a complex health need and be familiar with the content of the pupil's Healthcare Plan.
- know the schools registered first aiders and where assistance can be sought in the event of a medical emergency.
- know the members of the schools Critical Incident Team if there is a need to seek assistance in the event of an emergency.
- maintain effective communication with parents/carers including informing them if their child has been unwell at school.
- ensure pupils who need medication have it when they go on a school visit or out of the classroom.
- be aware of pupils with medical conditions who may be experiencing bullying or need extra social support.
- ensure that all pupils with medical conditions are not excluded unnecessarily from activities they wish to take part in.
- ensure that pupils have the appropriate medication or food during any exercise and are allowed to take it when needed.
- follow universal hygiene procedures if handling body fluids.
- ensure that pupils who present as unwell should be questioned about the nature of their illness, if anything in their medical history has contributed to their current feeling of being unwell, if they have felt unwell at any other point in the day, if they have a Healthcare Plan and if they have any medication. The member of staff must remember that while they can involve the pupil in discussions regarding their condition, they are in loco parentis and as such must be assured or seek further advice from a registered first aider if they are in doubt as to the child's health, rather than take the child's word that they feel better.

Teaching staff have an additional responsibility to also:

- ensure pupils who have been unwell have the opportunity to catch up on missed school work
- be aware that medical conditions can affect a pupil's learning and provide extra help when pupils need it, in liaison with the SENCo.
- liaise with parents/carers, special educational needs coordinator and locality team if a child is falling behind with their work because of their condition.
- use opportunities such as PSHE and other areas of the curriculum to raise pupil awareness about medical conditions.

School nurse or healthcare professional has a responsibility to:

- help provide regular updates for school staff in managing the most common medical conditions at school at the school's request
- provide information about where the school can access other specialist training.
- update the Healthcare Plans in liaison with appropriate school staff and parents/carers.

First aiders have an additional responsibility to:

- give immediate, appropriate help to casualties with injuries or illnesses.
- when necessary ensure that an ambulance is called.
- ensure they are trained in their role as first aider.
- ensure that they are trained in paediatric first aid.

The Inclusion Manager & Special Educational Needs Coordinator have the additional responsibility to:

- liaise with parents in maintaining and reviewing Healthcare Plans and ensuring that all relevant staff are aware of adjustments and needs.
- liaise with other professionals to enable appropriate adjustments of provision.
- ensure teachers make the necessary arrangements if a pupil needs special consideration or access arrangements in accessing different parts of the curriculum or when taking tests/exams.

Pupils have a responsibility to:

- treat other pupils with and without a medical condition equally.
- tell their parents/carers, teacher or nearest staff member when they are not feeling well
- let a member of staff know if another pupil is feeling unwell
- treat all medication with respect
- speak to a member of staff to gain access to their medication in an emergency
- ensure a member of staff is called in an emergency situation.

Parents/carers have a responsibility to:

- tell the school if their child has a medical condition or complex health need.
- ensure the school has a complete and up-to-date Healthcare Plan if their child has a complex health need.
- inform the school about the medication their child requires during school hours.
- inform the school/provider of any medication their child requires while taking part in visits, outings or field trips and other out-of-school activities.
- tell the school about any changes to their child's medication, what they take, when, and how much.
- inform the school of any changes to their child's condition.
- ensure their child's medication and medical devices are labelled with their child's full name the name of medication, dose, frequency, route of administration and expiry date.
- ensure that the school has full emergency contact details for them.
- provide the school with appropriate spare medication clearly labelled.
- ensure that their child's medication is within expiry dates.
- keep their child at home if they are not well enough to attend school.
- ensure their child catches up on any school work they have missed.
- ensure their child has regular reviews about their condition with their doctor or specialist healthcare professional.
- if the child has complex health needs, ensure their child has a written Healthcare Plan for school and if necessary an asthma management plan from their doctor or specialist healthcare professional to help their child manage their condition.
- have completed/signed all relevant documentation including form 3a and the Healthcare Plan if appropriate.

Local Arrangements
Identifying children with health conditions
Statutory Requirement: The Governing body will ensure that the policy sets out the procedures to be followed whenever a school is notified that a pupil has a medical condition.
We will aim to identify children with medical needs on entry to the school by working in partnership with parents/ carers and following the process outlined in the document 'Process for identifying children with a health condition' produced by the Southern Health School Nursing Team in conjunction with the Children's Services Health and Safety Team. We will use the 'Health Questionnaire for Schools' to obtain the information required for each child's medical needs to ensure that we have appropriate arrangements in place prior to the child commencing at the school to support them accordingly. We will regularly review appropriate arrangements during key transitional periods (e.g. between schools or classes), or when needs change. This will be done in partnership with parents/ carers and other key professionals, and if appropriate the child. Where the child has a special educational need identified in a statement or EHC plan these arrangements/ provision will be linked to or become part of that statement or EHC plan. Where a formal diagnosis is awaited or is unclear, we will plan to implement arrangements to support the child, based on the current evidence available for their condition. We will ensure that every effort is made to involve some formal medical evidence and consultation with the parents.

Individual health care plans
Statutory Requirement: The Governing body will ensure that the school's policy covers the role of individual healthcare plans, and who is responsible for their development in supporting children at school with medical conditions.
We recognise that Individual Healthcare Plans are recommended in particular where conditions fluctuate or where there is a high risk that emergency intervention will be needed, and are likely to be helpful in the majority of other cases, especially where medical conditions are long term and complex. However, not all children will require one. The school, healthcare professional and parent will agree based on evidence when a healthcare plan would be inappropriate or disproportionate. Where children require an individual healthcare plan it will be the responsibility of The Inclusion Manager to work with parents and relevant healthcare professionals to write the plan. A healthcare plan (and its review) may be initiated in consultation with the parent/carer, by a member of school staff or by a healthcare professional involved in providing care to the child. The Inclusion Manager will work in partnership with the parents/carer, and a relevant healthcare professional eg. school, specialist or children's community nurse, who can best advise on the particular needs of the child to draw up and/or review the plan. Where a child has a special educational need identified in a statement or Educational Health Care (EHC) plan, the individual healthcare plan will be linked to or become part of that statement or EHC plan. We may also refer to the flowchart contained within the document 'Process for identifying children with a health condition' for identifying and agreeing the support a child needs and then developing the individual healthcare plan. The individual healthcare plan template is an appendix to this policy. (Appendix A) If a child is returning following a period of hospital education or alternative provision (including home tuition), that we will work with Hampshire County Council and education provider to ensure that the individual healthcare plan identifies the support the child will need to reintegrate effectively. The school will follow HCC policy for the education of children and young people who are unable to attend school due to medical needs (updated July 2022). If a child becomes too unwell and unable to attend school for a significant period of time, the LA in partnership with the school will make suitable arrangements for the child's continuing education that takes into account their age, aptitude, ability and SEN needs and their health condition. A joint package of support may be arranged for the child between school and HCC through the Inclusion Support Services (ISS).
Statutory Requirement: The governing body should ensure that all plans are reviewed at least annually or earlier if evidence is presented that the child's needs have changed. Plans should be developed with the child's best interests in mind and ensure that the school assesses and manages the risks to the child's education, health and social well-being and minimise disruption.

Staff training
Statutory Requirement: The Governing Body should ensure that this policy clearly sets out how staff will be supported in carrying out their role to support children with medical conditions, and how this will be reviewed. It should specify how training needs will be assessed and by whom training will be commissioned and provided.
The school policy should be clear that any member of school staff providing support to a child with medical needs should have received suitable training. Staff must not administer prescription medicines or undertake any health care procedures without the appropriate training (updated to reflect any individual healthcare plans) • This school understands that certain medical conditions are serious and can be potentially life-threatening, particularly if ill-managed or misunderstood. • All staff have an understanding of the common medical conditions that may affect children at this school. Staff receive regular updates. The Headteacher is responsible for ensuring staff receive regular updates. The School Nursing Service provides the updates if requested. • The medical conditions policy is understood and followed by the whole school and local health community. • Staff receive updates at least once a year for asthma and other medical needs and know how to act in an emergency. Additional training is prioritized for key staff members who work with children who have specific medical conditions supported by a Healthcare Plan (Appendix A) • The action required for staff to take in an emergency for the common serious conditions at this school is displayed in prominent locations for all staff including kitchens, the school staff room, and electronically. • This school uses Healthcare Plans to inform the appropriate staff (including supply teachers and support staff) of pupils with complex health needs in their care who may need emergency help. • This school has procedures in place so that a copy of the pupil's Healthcare Plan is sent to the emergency care setting with the pupil. On occasions when this is not possible, the form is sent (or the information on it is communicated) to the hospital as soon as possible. • If a pupil needs to be taken to hospital, a member of staff will always accompany them and will stay with them until a parent arrives. This school will try to ensure that the staff member will be one the pupil knows. The staff member concerned should inform a member of the schools senior management and/or the schools critical incidents team.
The school has clear guidance on the administration of medication at school:
Administration – emergency medication: • This school will seek to ensure that pupils with medical conditions have easy access to their emergency medication. • This school will ensure that all pupils understand the arrangements for a member of staff (and the reserve member of staff) to assist in helping them take their emergency medication safely. Administration – general • This school understands the importance of medication being taken as prescribed. • All use of medication is done under the appropriate supervision of a member of staff at this school unless there is an agreed plan for self-medication. Staff should be aware if pupils are using their medication in an abnormal way and should discuss this with the child. • All staff are aware that there is no legal or contractual duty for any member of staff to administer medication or supervise a pupil taking medication unless they have been specifically contracted to do so or unless the situation is an emergency and falls under their regular duty of care arrangements. • Many other members of staff are happy to take on the voluntary role of administering medication. For medication where no specific training is necessary, any member of staff may administer medication to pupils under the age of 16, but only with the written consent of the pupil's parent. (See Appendix 3 Form 3a) • This school will ensure that specific training and updates will be given to all staff members who agree to administer medication to pupils if necessary. • All school staff in this school have been informed through training that they are required, under common law duty of care, to act like any reasonably prudent parent in an emergency situation. This may include taking action such as assisting in administering medication or calling an ambulance. • In some circumstances, medication is only administered by an adult of the same gender as the pupil, and preferably witnessed by a second adult. This will be agreed in the Individual Health Plan. • Parents/carers at this school understand that if their child's medication changes or is discontinued, or the dose or administration method changes, that they should notify the school immediately. Parents/carers should provide the school with any guidance regarding the administration of medicines and/or treatment from the GP, clinics or hospital. • If a pupil at this school refuses their medication, staff will record this and follow the defined procedures. Parents/carers will be informed of this non-compliance as soon as possible. • All staff attending off-site visits are aware of any pupils on the visit who have medical conditions. They will receive information about the type of condition, what to do in an emergency and any other additional support necessary, including any additional medication or equipment needed.

- If a trained member of staff, who is usually responsible for administering medication, is not available this school makes alternative arrangements to provide the service. This is always addressed in the risk assessment for off-site activities.
- If a pupil misuses medication, either their own or another pupil's, their parents/carers are informed as soon as possible. The school will seek medical advice by ringing A&E if this situation arises. In such circumstances, pupils will be subject to the school's usual disciplinary procedures.
- School staff are informed and regularly reminded about the school's medical conditions policy:
 - through the staff handbook and staff meetings and by accessing the school's intranet
 - through scheduled medical conditions updates
 - through the key principles of the policy being displayed in staff areas at this school and on the school's intranet
 - supply and temporary staff are informed of the policy and their responsibilities including who is the designated person, any medical needs or Healthcare Plans related to the children in their care and how to respond in emergencies
 - Staff are made aware of any Healthcare Plans as they relate to their teaching groups. This is a role for the designated person. In this school the designated person is the Inclusion Manager, Catherine Amy Cox.

All new staff will be inducted on the policy when they join the school as part of the induction plan detailed in the staff handbook. Records of this training will be stored in the Health and Safety training folder.

All nominated staff will be provided awareness training on the school's policy for supporting children with medical conditions which will include what their role is in implementing the policy. This training will be carried out annually or following a review of the policy.

The awareness training will be provided to staff during the Health & Safety Staff training day, usually held at the start of each academic year.

We will retain evidence that staff have been provided the relevant awareness training on the policy by retaining signature sheets following training.

Where required we will work with the relevant healthcare professionals to identify and agree the type and level of training required and identify where the training can be obtained from. This will include ensuring that the training is sufficient to ensure staff are competent and confident in their ability to support children with medical conditions. The training will include preventative and emergency measures so that staff can recognise and act quickly when a problem occurs and therefore allow them to fulfil the requirements set out in the individual healthcare plan.

Any training undertaken will form part of the overall training plan for the school and refresher awareness training will be scheduled at appropriate intervals agreed with the relevant healthcare professional delivering the training.

A 'Staff training record- administration of medicines' form will be completed to document the type of awareness training undertaken, the date of training and the competent professional providing the training.

The child's role

Statutory Requirement: The Governing body will ensure that the school's policy covers arrangements for children who are competent to manage their own health needs and medicines.

Where possible and in discussion with parents, children that are competent will be encouraged to take responsibility for managing their own medicines and procedures. This will be recorded in their individual healthcare plan. The healthcare plan will reference what will happen should a child who self-administers refuse to take their medication (this will normally be informing the parent/carer at the earliest opportunity).

Where possible we will endeavour to ensure that children can carry their own medicines and relevant devices or have easy access to allow for quick self-medication. We will agree with relevant healthcare professionals/parent the appropriate level of supervision required and document this in their healthcare plan.

Managing medicines on School Premises
Statutory Requirement: The Governing Body will ensure that the school's policy is clear about the procedures to be followed for managing medicines.
The administration of medicines is the overall responsibility of the parents/carers. Where clinically possible we will encourage parents to ask for medicines to be prescribed in dose frequencies which enable them to be taken outside of school hours. However, the headteacher is responsible for ensuring children are supported with their medical needs whilst on site, therefore this may include managing medicines where it would be detrimental to a child's health or school attendance not to do so. We will not give prescription or non-prescription medicines to a child under 16 without their parent's/carers written consent (a 'parental agreement for setting to administer medicines' form will be used to record this), except in exceptional circumstances where the medicine has been prescribed to the child without the knowledge of the parents. In such cases, we will make every effort to encourage the child or young person to involve their parents while respecting their right to confidentiality. A documented tracking system to record all medicines received in and out of the premises will be put in place. The tracking system used is The Children's Services Medication Tracking Form. The name of the child, dose, expiry and shelf-life dates will be checked before medicines are administered. On occasions where a child refuses to take their medication the parents will be informed at the earliest available opportunity. We will only accept prescribed medicines that are in date, labelled, provided in the original container as dispensed by the pharmacist and include instructions for administration, their dosage and storage. Insulin is the exception, which must still be in date but will generally be available to schools inside an insulin pen or a pump, rather than its original container. Children who are able to use their own inhalers themselves are encouraged to carry it with them. If the child is too young or immature to take personal responsibility for their inhaler, staff should make sure that it is stored in a safe but readily accessible place, and clearly marked with the child's name. Controlled drugs will be securely stored in a non-portable container which only named staff will have access to. We will ensure that the drugs are easily accessible in an emergency situation. A record will be kept of any doses used and the amount of the controlled drug held in school. There may be instances where it is deemed appropriate for a child to administer their own controlled medication. This would normally be at the advice of a medical practitioner. Where an individual child is competent to do so and following a risk assessment, we may allow them to have prescribed controlled drugs on them with monitoring arrangements in place. We will only administer non-prescribed medicines on request from the parent if they are in clearly identifiable packaging and only on a short term basis (Where the school have concerns they will seek further guidance from their link School Nurse). We will never administer aspirin or medicine containing Ibuprofen to any child under 16 years old unless prescribed by a doctor. All other pain relief medicine will not be administered without first checking maximum dosages and when previously taken. We will always inform parents. Any homeopathic remedies to be administered will require a letter of consent from the child's doctor and will be administered at the discretion of the Head teacher. Emergency medicines will be stored in a safe location but not locked away to ensure they are easily accessible in the case of an emergency. Types of emergency medicines include: • Injections of adrenaline for acute allergic reactions • Inhalers for asthmatics • Injections of Glucagon for diabetic hypoglycaemia Other emergency medication ie. Rectal diazepam or Buccal Midazolam for major seizures will be stored in accordance with the normal prescribed medicines procedures (see storage section).
Storage
All medication other than emergency medication will be stored safely in a locked cabinet, where the hinges cannot be easily tampered with and cannot be easily removed from the premise.

Where medicines need to be refrigerated, they will be stored in the staff refrigerator in a clearly labelled container. There is restricted access to a refrigerator holding medicines. Children will be made aware of where their medicines are at all times and be able to access them immediately where appropriate. Where relevant they should know who holds the key to the storage facility. Medicines such as asthma inhalers, blood glucose testing meters and adrenaline pens will always be readily available to children and not locked away. We will also ensure that they are readily available when outside of the school premises or on school trips. Storage of medication whilst off site will be maintained at steady temperature and secure. There will be appropriately trained staff present to administer day to day and emergency medication and copies of individual health care plans will be taken off site to ensure appropriate procedures are followed.
Disposal It is the responsibility of the parents/carers to dispose of their child's medicines. It is our policy to return any medicines that are no longer required including those where the date has expired to the parents/carers. Parents/carers will be informed of this when the initial agreements are made to administer medicines. Medication returned to parent/ carers will be documented on the tracking medication form. Sharps boxes will be in place for the disposal of needles. Collection and disposal of these will be arranged locally through <i>**...(please insert the name of the appropriate contractor)...**</i> who will remove them from site <i>**...(insert the frequency of removal from site)...**</i>.
Medical Accommodation The school has a medical bench which is generally used for medical administration/ treatment purposes. Where more privacy is required the ELSA room, Rainbow Room or Victorian/ICT Room will be used for all medical administration/treatment purposes. The location/room will be made available when required.

Record keeping Statutory Requirement: The governing body should ensure that written records are kept of all medicines administered to children. A record of what has been administered including how much, when and by whom, will be recorded on a 'record of prescribed medicines' form. The form will be kept on file. Any possible side effects of the medication will also be noted and reported to the parent/carers.
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Emergency Procedures Statutory Requirement: The Governing body will ensure that the school's policy sets out what should happen in an emergency situation. Where a child has an individual healthcare plan, this will clearly define what constitutes an emergency and provide a process to follow. All relevant staff will be made aware of the emergency symptoms and procedures. We will ensure other children in the school know what to do in the event of an emergency i.e. informing a teacher immediately if they are concerned about the health of another child. Where a child is required to be taken to hospital, a member of staff will stay with the child until their parents arrives, this includes accompanying them to hospital by ambulance if necessary (taking any relevant medical information, care plans etc that the school holds)
Day trips/off site activities Statutory Requirement: The Governing body should ensure that their 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. We will ensure that teachers are aware of how a child's medical condition will impact on their participation in any off site activity or day trip, but we will ensure that there is enough flexibility for all children to participate according to their own abilities within reasonable adjustments. We will consider what reasonable adjustments we might make to enable children with medical needs to participate fully and safely on visits. We will carry out a risk assessment so that planning arrangements take account of any steps needed to ensure that pupils with medical conditions are included. We will consult with parents and pupils and advice from the relevant healthcare professional to ensure that pupils can participate safely.

Other issues
<i>Please refer to page 18 of the DfE guidance document to write this section.</i> <i>The governing body may want to consider areas including those listed below and include in their policy on these areas;</i> <i>Defibrillators</i> <i>Salbutamol Asthma inhalers for emergency use</i>
Unacceptable practice
Statutory Requirement: The governing body will ensure that the school's policy is explicit about what practice is not acceptable.
Staff are expected to use their discretion and judge each child's individual healthcare plan on its merits, it is not generally acceptable practice to: • prevent children from easily accessing their inhalers and medication and administering their medication when and where necessary; • assume that every child with the same condition requires the same treatment; • ignore the views of the child or their parents; or ignore medical evidence or opinion (although this may be challenged); • send children with medical conditions home frequently or prevent them from staying for normal school activities, including lunch, unless this is specified in their individual healthcare plans; • if the child becomes ill, send them to the school office or medical room unaccompanied or with someone unsuitable; • penalise children for their attendance record if their absences are related to their medical condition, e.g. hospital appointments; • prevent pupils from drinking, eating or taking toilet or other breaks whenever they need to in order to manage their medical condition effectively; • require parents, or otherwise make them feel obliged, to attend school to administer medication or provide medical support to their child, including with toileting issues. No parent should have to give up working because the school is failing to support their child's medical needs; or • prevent children from participating, or create unnecessary barriers to children participating in any aspect of school life, including school trips e.g. by requiring parents to accompany the child.
Liability and Indemnity
Statutory Requirement: The governing body will ensure that the appropriate level of insurance is in place and appropriately reflects the level of risk.
Staff at the school are indemnified under the County Council self-insurance arrangements. The County Council's is self-insured and have extended this self-insurance to indemnify school staff who have agreed to administer medication or undertake a medical procedure to children. To meet the requirements of the indemnification, we will ensure that staff at the school have parents permission for administering medicines and members of staff will have had training on the administration of the medication or medical procedure.
Complaints
Statutory Requirement: The governing body will ensure that the school's policy sets out how complaints may be made and will be handled concerning the support provided to pupils with medical conditions.
Should parents or children be dissatisfied with the support provided they can discuss their concerns directly with the Headteacher. If for whatever reason this does not resolve the issue, they may make a formal complaint via the school's complaints procedure.