



Hinchley Wood Primary School

POSITIVE BEHAVIOUR MANAGEMENT POLICY

Date: December 2018

Hinchley Wood Primary School puts the children's needs at the heart of its provision. Our whole school community is committed to enabling the children to become successful lifelong learners and happy, fulfilled adults who can make positive choices about their future.

Governors Responsible: Local Governing Body (Interim Executive Board)

Staff members responsible: Mrs M. McCarthy & Miss N. Buchan

Review period: Annually

Last reviewed: December 2018

Next due for review: December 2019

Positive Behaviour Management Policy

Our Vision

Hinchley Wood Primary School puts the children's needs at the heart of its provision. Our whole school community is committed to enabling the children to become successful lifelong learners and happy, fulfilled adults who can make positive choices about their future.

This policy takes account of Hinchley Wood Primary School's public sector equality duty set out in section 149 of the Equality Act 2010.

A Whole School Approach

Our Behaviour Management Policy is characterised by particular emphasis on:

- unconditional positive regard – all individuals are valued equally by the whole school community
- the development of self-control
- the need to manage feelings in a way that enables positive choices to be made
- the consequences of actions – both positive and negative

It is based on the principles of restorative justice and has restorative approaches at the heart of its philosophy.

The aims of this policy are:

--- to support the way in which all members of the school can live, work and learn together in a supportive way thus creating an environment where everyone feels happy, safe and secure

--- to support the school community in aiming to allow everyone to work together in an effective and considerate way

--- to help children to grow and learn in a safe and secure environment, enabling them to become positive, responsible and increasingly independent members of the school community

--- to promote good relationships, so that children can work together with the common purpose of helping everyone to **learn**.

Rights and Responsibilities

Everyone in the school community has rights and responsibilities to ensure that Hinchley Wood Primary School is a safe place to learn and play.

- Children have the right to learn and play in a friendly, safe, motivating and supportive school environment.

- Teachers and staff have the right to teach and work in a friendly, safe, motivating and supportive school environment.
- Parents and carers have the right to feel welcome and to know that their children learn and play in a friendly, safe, motivating and supportive school environment.

Expectations

It is an expectation of Hinchley Wood Primary School that every member of our school community feels valued, respected and safe.

*It is an expectation that **all** employed adults in the school community, regardless of their role, take responsibility for managing the children’s behaviour and supporting their understanding of making the right choices in this context.*

It is an expectation that all staff, when celebrating positive behaviour and addressing inappropriate behaviour, use the language of ‘choice’ with the children. This is to help children realise that they have a choice of behaviours – positive or negative --- when involved or reacting to different situations.

*It is an expectation that challenging behaviour is managed in a positive, productive way. **Adults repeatedly shouting at children is deemed unacceptable**. It is understood that staff managing behaviour in this way will be open to their own development and accept support in developing a wider range of behaviour management strategies.*

It is an expectation that every adult in school sees themselves as a role model in terms of managing their own and others’ behaviour. Therefore it is understood that adults in our school always behave in a calm, assertive way.

It is an expectation that all members of the community support the aims of this policy by implementing it with rigour and consistency in all areas of school life. It is understood that all adults in school must support the needs of all pupils and enabling them to be treated with respect and fairness.

Code of Conduct

At the beginning of each academic year, the children negotiate a Code of Behaviour through school council. This is a list of promises, written using the positive language of “we will” rather than “don’t”. This is also shared and agreed with staff. A large copy of the Code is put on display in the hall. In addition every child receives their own copy and is encouraged to share it with their parents/carers.

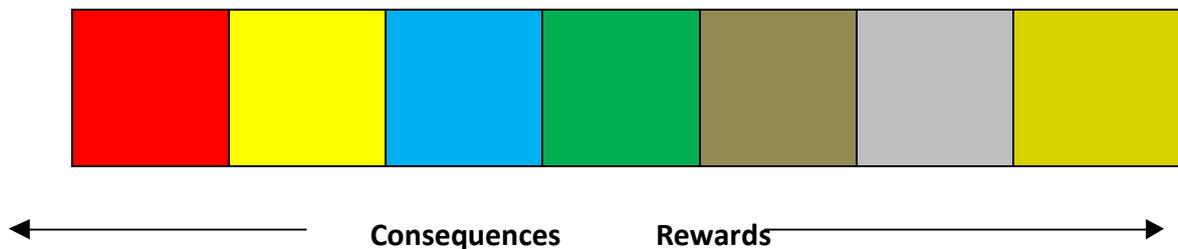
The Code of Behaviour is central to Hinchley Wood’s Behaviour Management Policy. Below is an example of this code:

- We will respect everyone and value them as an individual
- We will ask an adult to help if we can’t sort out a problem and not retaliate with words or physical actions

- We will be truthful when we are talking about things that have happened to us and things that we have done
- We will use our self-control to manage our feelings so we can make green choices
- We will help each other to keep to our Behaviour for Learning expectations
- We will take pride in our school and look after everything in it
- We will work with the adults in our school, as well as each other, to make sure our school is a safe, happy place where the best learning happens for everyone.

Each class has its own classroom Code of Behaviour which is agreed by the children and displayed on the wall of the classroom. This is different from the whole school code because it reflects the operational aspects of life in the classroom including looking after resources for example.

Whole School Behaviour Policy: Stay On Green



Overview

The principle behind this system is:

- That all pupils have the opportunity to make positive choices about their behaviour and influence outcomes
- That teachers integrate a system within daily teaching in order to promote positive behaviour and effective behaviour management skills
- Pupils who regularly follow the rules are noticed and rewarded

The system allows for the following:

- A consistent approach that can be used by all staff
- Whole class and individual reward system
- Least intrusive approaches are used to manage behaviour
- Teaching of specific behaviours and routines

Why Positive Behaviour Management?

Praise is the most powerful form of influencing children's behaviour.

In the world around them children see many different examples of how people behave. We have a responsibility to help children understand that they have choices about how to behave and help them develop the strategies to make appropriate choices. We also need to help children to recognise when they have made poor choices and help them to put this right using restorative approaches.

Our aim at Hinchley Wood Primary School is to create an environment where children feel valued, safe and motivated to learn. We believe that good behaviour and self-control are the foundation of all learning, and without a calm, orderly atmosphere, effective teaching and learning cannot take place.

We believe that children respond best to praise and encouragement. We must try to find every opportunity to praise children when they are showing appropriate behaviour.

Children learn by example. Teachers and parents/carers have a responsibility in setting a good example as well as ensuring that the rules are followed.

To enable staff to model expectations it is imperative that they **do not enter into negotiations** with children. If a child is asked to do something and responds negatively they should be reminded of the consequences of not complying with a **reasonable request** (see below).

Green behaviours

The school staff will work to promote 'green behaviours' at every opportunity.

School assemblies provide a focal point for talking about and reinforcing aspects of school ethos.

The SLT will hold regular assemblies to revise with children what is meant by 'green behaviours' and what this will look like.

Class teachers will discuss 'green behaviours' with their pupils and ensure that the school rules and Stay on Green behaviour charts are displayed and used consistently. Class Teachers should regularly review the behaviour policy with the children to ensure that everyone is clear about our expectations.

Rewards

Individual

The following colours are positive reinforcement:

Green	Praise and green points to contribute towards the weekly whole class reward.
Bronze	Bronze Sticker
Silver	Silver Sticker
Gold	Gold Sticker + The child is sent to the SLT and their name is recorded in the gold behaviour book and read out in assembly + Golden leaf for the school Golden Leaf Tree + recorded in the weekly newsletter

Whole Class and Year Group

The class will work together towards a whole class reward through collecting green points. These points will be awarded if the pupil is still on green at the end of each day (Key Stage 1 and 2) or half day (Reception). Points can also be collected from staff outside the classroom e.g. in assembly, in the playground, during small group work time. If the class reaches the whole class total they will have a reward of 'green time'. 'Green

time' may include; special activities, outside playtime, classroom games.

In-class Consequences

- Teachers use least intrusive skills to redirect behaviour.
- If they decide to move a child's name to the blue, yellow or red card they must be clear with the pupil what they are doing, and what the pupil can do to change this decision.
- At least one warning is **always** provided for pupils in between each stage.
- Teachers constantly help pupils make the right choices to move their card back to the green card and beyond.

The following colours are consequences:

Blue

First Warning.

This provides the opportunity for a pupil to start making the right choices so they can move back to the green.

Staff will look for opportunities to move pupils back to the green card.

Yellow

Second Warning.

This provides the opportunity for a pupil to start making the right choices so they can move back to the green.

Staff will look for opportunities to move pupils back to the blue and green.

Red

Reflection Time in the classroom for 5-10 minutes. Pupils will move to the reflection area to continue their learning.

On successful completion of the Reflection Time the pupil moves back to the yellow card. This needn't be recorded on the class behaviour log sheet unless it is becoming a regular occurrence.

Staff will look for opportunities to move pupils back to green.

Further consequences

It is an expectation that children respond to **reasonable requests** from all adults in school. If a child ignores a reasonable request, regardless of where they are on the behaviour scale, they should be moved down as a consequence. In the event that they are already on red, failure to comply with a reasonable request will result in a strengthening of the consequence.

e.g. A child is already on red as a result of failing to come inside at the end of play. The adult managing the situation explains that the child is now on red and needs to come inside to complete their reflection time. If the child does not move the adult should be clear through their use of language, 'That was a reasonable request, you will now move onto your second red and spend an hour in your buddy classroom. Come inside now.'

Repeated 'red' behaviours will require further out-of-class consequences.

Whilst the school aims for a consistent approach in delivering consequences the intention, context and severity of the incident will be taken into account when delivering further consequences.

Reflection Time in partner class with reflection sheet.

Recorded in behaviour log.

A reflection form is used and once completed this is kept in class Behaviour File. When pupils return from an out-of-class consequence they remain on red. The teacher will then look to move the pupil towards green as soon as possible by providing opportunities for them to succeed.

Senior Leadership team involvement.

Pupils will be referred to the Senior Leadership Team (this might be either a Phase Leaders, SENDCO, Deputy Headteacher or Headteacher) with the completed reflection sheet. The staff member will record the pupils name and action.

Pupil behaviour will be discussed with the pupil with a view to one of three outcomes.

A. Reflection time with SLT (using restorative conversation)

The pupil thinks of strategies to repair the situation and reports back to the SLT member at the end of the day. The pupil returns to class to aim to get back to green.

B. Phone call or letter home

Parents/carers are informed of the situation, the steps required for improvement and next steps if there is no improvement in pupil behaviour. The pupil returns to class to aim to get back to green.

C. Parent / Carer meeting

This may include reviewing and developing pupil targets or developing an Individual Behaviour Plan.

Exclusions

Hinchley Wood Primary School will follow government guidance on exclusions, unless there is a good reason to depart from it. Hinchley Wood Primary School aims to operate within the principles of fairness and natural justice.

In rare circumstances the behaviour may be deemed to be so significant that it warrants a fixed term or even permanent exclusion. Typically a permanent exclusion is the outcome of a number of fixed term exclusions however on occasion, should the behaviour be so extreme, then a permanent exclusion can be the consequence. In the case of exclusions, DfE and local authority guidance always underpins the decision-making process and actions.

Hinchley Wood's policy on exclusions applies to serious breaches of school discipline occurring on school premises and also outside of Hinchley Wood as set out below. Please see Appendix 1 for Hinchley Wood Primary School's exclusions procedure.

Pupil Behaviour Log

Incidents of pupil behaviour will be recorded in the behaviour log. These will be collated on a regular basis to ensure focused provision for pupil support.

Vulnerable Pupils

During their time at school some pupils will require extra support in managing their behaviour. At these times the behaviour strategy may need to be adapted to support vulnerable pupils.

The behaviour log from class teachers and SLT will be collated to provide the SLT with an overview of pupil progress. This will enable targeted support for vulnerable pupils.

This information will contribute towards:

- Individual Pathway Plan and /or Behaviours Plans
- Pastoral Support Programmes
- Support from the Behaviour support team

Behaviour that causes particular concern must always be reported and discussed with one of Hinchley Wood's DSLs (Designated Safeguarding Leads) – Mrs McCarthy, Miss Buchan, Mrs Hogan or Mrs Wilmott who may feel it appropriate to address it in context of a Child Protection issue. *Please refer to Hinchley Wood's Child Protection Policy.*

Curriculum

We recognise that well planned, motivating lessons have a positive impact on pupil behaviour. Whilst holding high expectations we ensure that lessons are differentiated to meet pupil needs and abilities.

Through PSHCE we aim to teach the pupils a range of social and emotional skills to support their behaviour and learning. We implement the Social and Emotional Aspects of Learning (SEAL) curriculum to support this and build a positive school ethos.

Use of reasonable force

Any use of force by staff will be reasonable, proportionate and lawful. Reasonable force will be used in accordance with the DfE guidance Use of reasonable force: advice for head teachers, staff and governing bodies and only when immediately necessary and for the minimum time necessary to prevent a pupil from doing or continuing to do any of the following:

- committing a criminal offence;
- injuring themselves or others;
- causing damage to property, including their own; or
- engaging in any behaviour prejudicial to good order and discipline at the Academy or among any of its pupils, whether that behaviour occurs in a classroom or elsewhere.

Where restraint is used by staff, this is recorded in writing and the pupil's parents will be informed about serious incidents involving the use of force. Force is never used as a form of punishment.

Searching pupils

Informed consent: The school staff may search a pupil, with their consent, for any item. Appropriate consideration will be given to factors that may influence the pupil's ability to give consent.

If the pupil refuses, sanctions will be applied in accordance with this policy.

Searches without consent: In relation to prohibited items, as defined below, the Headteacher, and staff authorised by the Headteacher, may search a pupil or a pupil's possessions, without their consent, where they have reasonable grounds for suspecting that a pupil has a prohibited item in their possession. Searches without consent will only be carried out on the school premises or where the member of staff has lawful control or charge over the pupil, for example, on school trips.

Prohibited items: Means knives or weapons, alcohol, illegal drugs and stolen items, tobacco and cigarette papers, fireworks, pornographic images and any other items as defined as such from time to time. It shall also include any article that a member of staff reasonably suspects has been, or is likely to be, used to commit an offence or to cause personal injury to, or damage to the property of, any person including the pupil; any item banned by the School rules identified as being an item which may be searched for; and any other items as defined in law as such from time to time.

Searches generally: If staff believe a pupil is in possession of a prohibited item, it may be appropriate for a member of staff to carry out:

- (a) a search of outer clothing; and / or
- (b) a search of school property, e.g. pupils' lockers or desks; and / or (c) a search of personal property (e.g. bag or pencil case within a locker).

Searches will be conducted in such a manner as to minimise embarrassment or distress. Any search of a pupil or their possessions will be carried out in the presence of the pupil and another member of staff.

Where a pupil is searched, the searcher and the second member of staff present will be the same gender as the pupil. However, where a member of staff reasonably believes that there is a risk that serious harm will be caused to a person if the search is not conducted immediately and it is not reasonably practicable to summon another member of staff a search may be conducted by a member of the opposite sex without a witness present.

Where the Headteacher, or staff authorised by the Headteacher, find anything which they have reasonable grounds for suspecting is a prohibited item, they may seize, retain and dispose of that item as appropriate in accordance with the DfE guidance *Screening, searching and confiscation*.

Racist, homophobic, sexist and discriminatory behaviour

Racist, homophobic, sexist and discriminatory comments are not tolerated and will be recorded on the school's Racist Incident Forms. The child will be fully involved in the process and guidance will be given to show him/her why these remarks are so damaging. Please refer to more detailed information in the Anti-bullying policy.

Monitoring and review

Delivery of the behaviour policy will be monitored within the school monitoring cycle and analysis of the behaviour log.

This policy will be reviewed by staff on an annual basis.

Next review date: December 2019

Appendix 1

Exclusions Procedure

1.1 **Interpretation:** The definitions in this clause apply in this policy.

School: Hinchley Wood Primary School

Headteacher: references to the Headteacher include deputies.

Parent: includes one or both of the parents or a legal guardian.

Exclusion: means removal from the School for a fixed term or permanently following serious misconduct.

1.2 **Misconduct:** The main categories of misconduct which may result in exclusion are:

- serious misconduct which affects the welfare of a member or members of the **School Community** (single or repeated episodes) on or off school premises including putting themselves or others at risk of harm, causing physical harm to others, persistent disruption of the learning environment
- vandalism or computer hacking
- supply / possession / use of certain drugs and solvents or their paraphernalia or substances intended to resemble them, or alcohol or tobacco
- theft, blackmail, intimidation, racism or persistent bullying
- misconduct of a sexual nature, supply or possession of pornography
- possession or use of unauthorised firearms or other weapons

1.3 **Behaviour related to a disability:** the School will make reasonable adjustments for managing behaviour which is related to a pupil's disability. Where exclusion needs to be considered, the School will ensure that a disabled pupil is able to present his or her case fully where the disability might hinder this, and that the review procedure is made accessible for parents.

2 Investigation procedure

2.1 **Complaint(s):** Investigation of a complaint or rumour about serious misconduct will normally be co-ordinated by a member of SLT and its outcome will be reported to the Headteacher. Parents will be informed as soon as reasonably practicable if a complaint under investigation is of a nature that could result in the pupil being excluded.

2.2 **Fixed term exclusion:** A pupil may be subject to a fixed term exclusion and required to stay at home while a complaint is being investigated or while an investigation is adjourned (see section 2.6 below). Should a fixed term

exclusion continue for a period of more than five school days or, consecutive fixed term exclusions in total exceed five school days, the School will take reasonable steps to put in place arrangements to ensure the continuing education of the pupil. The relevant Year Leader will co-ordinate these arrangements with the pupil's parents or guardians. Parents or guardians should note that there may be a delay in providing work whilst teaching staff are given the opportunity to determine what work should be set. Alternatively, the pupil may be placed under a segregated regime on school premises.

- 2.3 **Search:** We may decide to search a pupil's space and belongings and ask him / her to turn out the contents of pockets or a bag, if we consider there is reasonable cause to do so. Clothing will not be searched until it has been removed from the wearer and care will be taken to ensure reasonable privacy. This policy does not authorise an intimate search or physical compulsion in removing clothing. Only outer clothing will be searched. If necessary, the police would be called.
- 2.4 **Interview:** A pupil may be interviewed informally by a member of staff to establish whether there are grounds for a formal investigation. If the pupil is then interviewed formally about a complaint or rumour, arrangements will be made for him / her to be accompanied by a member of staff of his / her choice and / or by a parent (if available at the relevant time). A pupil who is waiting to be interviewed may be segregated but made as comfortable as possible, accompanied or visited regularly by a member of staff, and given access to a toilet and adequate food and drink. A minute of the interview will be recorded in writing by the interviewing member of staff.
- 2.5 **Ethos:** An investigation and any subsequent meeting will be conducted fairly and in a way which is appropriate to a school, without formal legal procedures.
- 2.6 **Adjournment of an investigation:** It may be necessary to adjourn an investigation, for example where external agencies such as the police or social services are involved and have advised that this is necessary. A decision to adjourn an investigation will take into account advice from an appropriate external agency and will be subject to periodic review.

3 Disciplinary meeting before the Headteacher

- 3.1 **Preparation:** Documents available at the disciplinary meeting before the Head will include:
- a statement setting out the points of complaint against the pupil
 - written statements and notes of the evidence supporting the complaint, and any relevant correspondence
 - the relevant SLT member's Investigation Report
 - the pupil's file and conduct record
 - the relevant School policies and procedures.
- 3.2 **Attendance:** The pupil and his / her parents (if available) will be asked to

- attend the disciplinary meeting with the Headteacher at which the relevant SLT member will explain the circumstances of the complaint and his / her investigation.
- 3.3 If the parents or the pupil have any special needs or disability which call for additional facilities or adjustments (e.g. parking or the provision of documents in large print or other accessible format) those requirements should be made known to the Headteacher or Deputy Headteacher so that appropriate arrangements can be made.
- 3.4 If the pupil or the pupil's parents experience difficulty in attending due to a disability, the School will make reasonable alternative arrangements to accommodate the disability. If a parent is unable to attend because of, for example, travel and working commitments, the School will make reasonable alternative arrangements to ensure the parent can be involved with the disciplinary process and their child's education.
- 3.5 **Proceedings:** The Headteacher will consider the complaint(s) and the evidence, including statements made by and / or on behalf of the pupil. Unless the Headteacher considers that further investigation is needed, he / she will decide whether the complaint has been sufficiently proved. The standard of proof shall normally be the civil standard, i.e. 'the balance of probabilities'.
- 3.6 If the complaint has been proved, the Headteacher will outline the range of disciplinary sanctions which he / she considers are open to him / her. The pupil's disciplinary record will be taken into account. Then, or at some later time, normally within 24 hours, the Headteacher will give his or her decision, with reasons.
- 3.7 **Notification:** The parents will be notified immediately by telephone, where possible, and followed up with a letter including the reasons for the exclusion, the date it will take effect and the period of the exclusion.
- 3.8 The Headteacher will inform the governing body and the relevant local authorities of permanent exclusions, and exclusions which would result in the pupil being excluded for more than five school days in any one term, within one school day of the decision and will provide detailed exclusion reports.
- 3.9 Where the exclusion results in the pupil missing between 5.5 and 15 school days in the term, the parents may request a meeting with the governing body. The letter informing the parents of the exclusion will explain who the parents should contact to arrange this meeting.
- 3.10 The governing body will automatically meet to review permanent exclusions and exclusions which result in the pupil missing more than 15 school days in the term or a public exam or national curriculum test.
- 3.11 Parents of a pupil excluded for five days or less may make representations to

the governing body about the exclusion but the governing body is not required to meet with the parents and cannot direct reinstatement.

4 Review by the governing body

- 4.1 Where the governing body automatically meets to review a decision to exclude, a meeting of a committee of at least three governors will be held within 15 school days after the date the governing body received notice of the exclusion. Where parents have requested a meeting to review, it will be held within 50 school days after they received notice of the exclusion. Parents will be invited to the meeting, told in advance of the date and location and will be given the opportunity to make representations at the meeting.
- 4.2 Where an exclusion would result in a pupil missing a public exam or national curriculum test, the governors will take reasonable steps to meet before the date of the examination. If this is not practical, the chair of the governing body may consider the pupil's reinstatement independently and decide whether or not to reinstate the pupil.
- 4.3 The role of the governing body is to:
- 4.3.1 uphold the exclusion; or
 - 4.3.2 direct the pupil's reinstatement either immediately or on a particular date.
- 4.4 The governing body will consider representations made by the parents and the Headteacher and will make its decision on the balance of probabilities.
- 4.5 Where the exclusion is upheld by the governing body, the parents will be informed by letter within three working days, explaining the reasons for the decision and details of the review procedure.

5 Independent Review Panel

- 5.1 **Independent Review Panel (IRP):** The School will conduct this procedure for the review of permanent exclusions in accordance with the law and relevant guidance (Exclusion from Maintained, Academies and Pupil Referral Units, https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/641418/20170831_Exclusion_Stat_guidance_Web_version.pdf)
- 5.2 **Request for a review:** A request for a review of the decision of the Governors not to reinstate the permanently excluded pupil must be made in writing setting out the grounds on which it is made and whether or not the parents require an SEN expert at the hearing. The letter from the Governors will indicate the latest date by which an appeal may be lodged.
- 5.3 **Timing:** An IRP will meet to consider the appeal no later than the 15th school day after the day on which the application for the review was lodged. Parents will be informed of the date and location of the hearing. The hearing may be adjourned if the panel consider that it would not be appropriate to proceed,

for example where additional information is required.

- 5.4 **Composition of the panel:** The IRP will consist of three or five members and will be appointed in accordance with government guidance. A clerk to the panel will also be appointed, who can provide independent advice to all of the parties and will circulate all relevant papers to the parties at least five school days before the hearing. Parents should contact the clerk if they have any questions about this procedure.
- 5.5 **Role of the panel:** The IRP will review the governing body's decision not to reinstate the permanently excluded pupil taking into account the evidence available, including any fresh evidence. An IRP may decide, on the balance of probabilities, to:
- 5.5.1 uphold the decision to exclude;
 - 5.5.2 recommend that the governing body reconsiders their decision; or
 - 5.5.3 quash the decision and direct that the governing body considers the exclusion again.
- 5.6 **Conduct of hearing:** The hearing will be conducted in a suitable venue and in an informal manner. Parents may be accompanied by a friend or representative. All parties will have the opportunity to put forward their case.
- 5.7 **Procedure:** The IRP will decide whether the governing body's decision was flawed having regard to the evidence that was available to it at the time of the decision and, where applicable, the SEN expert's view of how SEN might be relevant to the pupil's exclusion. The IRP will apply the following tests:
- 5.7.1 Did the Headteacher and / or governing body act outside the scope of their legal powers in taking the decision to exclude?
 - 5.7.2 Was the decision of the governing body not to reinstate the pupil so unreasonable that it was not one a sensible person could have made?
 - 5.7.3 Was the process of exclusion and the governing body's consideration so unfair or flawed that justice was clearly not done?
- 5.8 **Record:** The Clerk to the IRP will take minutes of the proceedings, including details of attendance, the voting and the decision. All records linked to the IRP will be held by the local authority for a minimum of five years.
- 5.9 **Decision:** The IRP's decision does not have to be unanimous and can be decided by a majority vote. The decision is binding on the pupil, the parents, the governing body and the Headteacher. All parties will be informed of the decision without delay and the reasons for it. If the exclusion is upheld, the clerk will immediately inform the relevant local authorities.
- 5.10 **Reconsideration by the governing body:** Where the IRP directs or recommends that the governing body reconsiders their decision, the governing body must reconvene within 10 school days of being given notice

of the IRP's decision. The parents, the Headteacher and the relevant local authority will be informed of the governing body's decision.

- 5.11 **Complaint:** If parents have a complaint about maladministration by the IRP, they should contact the Education Funding Agency (EFA).