SOLENT Academies Trust

Littlegreen Academy

Our vision is that all pupils at Littlegreen Academy will grow to be confident adults who communicate well, so that they can live healthy, happy, and successful lives

Supporting Pupils with Medical Conditions and Administration of Drugs Policy

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1. Introduction

At Littlegreen Academy we understand that medical conditions impact on children's ability to learn, their confidence, self-esteem and ability to care for themselves.

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We recognise that long term absences due to health problems affect children's educational attainment, impact on their ability to integrate with their peers and this has an effect on their general wellbeing and emotional health.

Equally, we know that short term and frequent absences, including those for appointments connected with a pupil's medical condition, also need to be effectively managed and appropriate support put in place to limit the impact on the child's educational attainment and emotional and general wellbeing.

In addition to the educational impacts, there are social and emotional implications associated with medical conditions. Children may be self-conscious about their condition and some may feel bullied or develop emotional difficulties such as anxiety or depression connected with their medical condition.

We also know that parents/carers of children with medical conditions are often concerned that their child's health may deteriorate when they attend school. This may be due to worries about children with conditions that affect their immune system contracting infections and viruses as a result of being around other children, leading to absence or deterioration in their condition.

It may also be because children with complex medical conditions may require on-going support, medication or care while at Littlegreen Academy to help them manage their condition and keep them well.

Other children may require emergency care if their condition unpredictably or rapidly deteriorates while they are in school. We therefore recognise that it is vital that parents/carers have confidence in Littlegreen Academy's ability to provide effective support for their child and that their child feels safe.

This policy therefore sets out the arrangements we have at Littlegreen Academy to ensure all pupils with medical conditions are fully supported and have full access to school life and all the educational and wider opportunities we offer.

2. Aims

This policy aims to ensure that:

- All pupils with medical conditions, in terms of physical and mental health are fully supported at Littlegreen Academy so they can play a full and active role in school life, remain healthy and achieve the highest standards
- Focus is on the needs of individual pupils with medical conditions so they can access and enjoy the same opportunities at Littlegreen Academy as other children
- Parents/carers feel confident that Littlegreen Academy will provide effective support for their child's medical condition and that all pupils feel safe
- We listen to and act appropriately on the views of parents/carers and pupils with medical conditions
- Effective relationships with appropriate health services are in order to seek and fully consider any advice they offer in terms of supporting children with medical conditions
- Staff are properly trained to provide the support that pupils in their care need
- We meet the requirements of the statutory guidance, 'Supporting pupils at school with medical needs' (December 2015)

The named person with responsibility for implementing this policy is the Principal of Littlegreen Academy

3. Legislation and statutory responsibilities

This policy meets the requirements under Section 100 of the Children and Families Act 2014, which places a duty on board of trustees to make arrangements for supporting pupils at their school with medical conditions.

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It is also based on the Department for Education's statutory guidance:

Supporting pupils at school with medical conditions

This policy also complies with our funding agreement and articles of association.

The policy has incorporated previous policies, e.g., Administration of Drugs and Asthma Policy and others relating to well-being. In order to streamline access to procedures these policies have been amalgamated into this document, which now supersedes previous documents.

In addition to this policy, we have a First Aid Policy.

4. Roles and responsibilities

4.1 The Board of Trustees

- Must make arrangements to support pupils with medical conditions and ensure this policy is developed and implemented
- Must ensure sufficient staff receive suitable training and are competent to support children with medical conditions
- Must ensure the appropriate level of insurance is in place and appropriately reflects the level of risk

4.2 Principal

The Principal has overall responsibility, liaising regularly with the CEO as to the pupil's needs, ensuring that:

- All staff are aware of this policy and understand their role in its implementation
- Sufficient numbers of staff are trained to implement the policy and deliver Individual Health Care Plans (IHCPs), including in emergency and contingency situations, and they are appropriately insured
- That relevant training has been provided and that the trained staff are competent to deliver any medicines.
- Staff should be able to act safely and promptly in an emergency situation
- Ensure that new members of staff receive appropriate training

And furthermore, that whenever the school is notified that a pupil has a medical condition:

- All relevant staff are made aware of a pupil's condition
- Cover arrangements in case of staff absence/turnover is always available
- Supply staff are briefed as appropriate
- Risk assessments for visits and activities out of the normal timetable are carried out and reasonable adjustments are made, as necessary
- Individual Health Care Plans are monitored (at least annually)
- Transitional arrangements between schools are carried out
- If a child's needs change, the above measures are adjusted accordingly
- Ensure the development of IHCPs as necessary

4.3 School Staff

- Any staff member may be asked to provide support to pupils with medical conditions, including the administering of medicines, although they cannot be directed to do so
- Should receive sufficient and suitable training and achieve the necessary level of competency before taking on the responsibility of supporting children with medical conditions

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- Any staff member should know what to do and respond accordingly when they become aware that a pupil with a medical condition needs help
- Staff members responsible for completing risk assessments for off-site activities should liaise with parents/carers, the Principal and EVC to ensure reasonable adjustments have been made as necessary
- The class teacher is responsible for the day-to-day care of a pupil in their class and maintaining information in the pupil file electronically on the pool drive, with the advice of the Principal

4.4 Other health care professionals

- Should notify the Head of School when a pupil has been identified as having a medical condition that will require support at school
- May provide advice on developing Individual Health Care Plans
- Specialist local teams may be able to provide support for particular conditions (e.g. asthma, diabetes and epilepsy)

4.5 Pupils

Should, wherever appropriate, be fully involved in discussions about their medical support needs and contribute to, and comply with, their IHCP

4.6 Parents / Carers

- Should provide Littlegreen Academy with sufficient and up-to-date information about their child's medical needs
- Are the key partners and should be involved in the development and review of their child's IHCP, supporting it as agreed, e.g. making sure a named contact is available
- Should carry out any action they have agreed to as part of the IHCP implementation
- Should provide the necessary medicines in the prescribed packaging carrying the dispensing pharmacy's instructions for administration
- Should ensure medicines are kept up-to-date
- All medicines or medical equipment should be collected at the end of the school year and returned on the first day of the autumn term
- Should collect and dispose of unwanted medicines prescribed for their child

5. Individual Healthcare Plans (IHCP)

Where a pupil has a life-threatening condition or complex medical needs then an Individual Health Care Plan (IHCP) can be written.

The Principal has overall responsibility for the development of IHCPs. Individual Health Care Plans (IHCP) are written in collaboration with parents/carers for children with medical conditions.

Those who may need to contribute to the plan are:

- Principal
- The parent/carer
- The child (if sufficiently mature)

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- Class teacher
- Teaching assistant
- School staff who have agreed to administer medication or be trained in emergency procedures
- The health service, the child's GP or other health care professionals

Plans will be reviewed at least annually, or earlier if there is evidence that the pupil's needs have changed.

Plans will be developed with the pupil's best interests in mind and will set out:

- What needs to be done
- When
- By whom

Not all pupils with a medical condition will require an IHCP. It will be agreed with a healthcare professional and the parents/carers when an IHCP would be inappropriate or disproportionate. This will be based on evidence. If there is not a consensus, the Principal will make the final decision.

Plans will be drawn up in partnership with Littlegreen Academy, parents/carers and a relevant healthcare professional, specialist or paediatrician, who can offer the best advice on the pupil's specific needs.

The pupil will be involved wherever appropriate.

IHCPs will be linked to, or become part of, any statement of special educational needs (SEN) or education, health and care (EHC) plan. If a pupil has SEN but does not have a statement or EHC plan, the SEN will be mentioned in the IHCP.

The level of detail in the plan will depend on the complexity of the child's condition and how much support is needed.

The Principal in liaison with the CEO, will have the responsibility for developing IHCP and will consider the following when deciding what information to record on IHCPs:

- The medical condition, its triggers, signs, symptoms and treatments
- The pupil's resulting needs, including medication (dose, side effects and storage) and other treatments, time, facilities, equipment, testing, access to food and drink where this is used to manage their condition, dietary requirements and environmental issues, e.g. crowded corridors, travel time between lessons
- Specific support for the pupil's educational, social and emotional needs. For example, how absences will be managed, requirements for extra time to complete exams, use of rest periods or additional support in catching up with lessons, counselling sessions
- The level of support needed, including in emergencies. If a pupil is self-managing their medication, this will be clearly stated with appropriate arrangements for monitoring
- Who will provide this support, their training needs, expectations of their role and confirmation of proficiency to provide support for the pupil's medical condition from a healthcare professional, and cover arrangements for when they are unavailable
- Who at Littlegreen Academy needs to be aware of the pupil's condition and the support required
- Arrangements for written permission from parents/carers and the Principal for medication to be administered by a member of staff, or self-administered by the pupil during school hours
- Separate arrangements or procedures required for school trips or other school activities outside of the normal school timetable that will ensure the pupil can participate, e.g. risk assessments

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- Where confidentiality issues are raised by the parent/carer/pupil, the designated individuals to be entrusted with information about the pupil's condition
- What to do in an emergency, including who to contact, and contingency arrangements

Littlegreen Academy takes the care of each pupil very seriously and a pupil cannot be cared for without the necessary medical equipment and plan. Examples of conditions that need an Individual Healthcare Plan are diabetes, anaphylaxis and epilepsy, although this list is not exhaustive.

When a pupil joins mid-term or a new diagnosis is given, arrangements should be in place as soon as possible, ideally within two weeks. Individual Health Care Plans are displayed in the staff room and are stored in the school office, the medical room and classroom. The IHCPs are also shared with the catering staff.

If parents/carers are concerned about any aspect of confidentiality, then they should contact the Principal to discuss arrangements.

6. Medical Condition Triggers

Littlegreen Academy is aware of the common triggers that can make common medical conditions worse or can bring on an emergency. The school actively works towards reducing or eliminating these.

- Littlegreen Academy is committed to identifying and reducing triggers both at school and on out-of-school visits.
- Staff have been given training and written information on medical conditions which includes avoiding/reducing exposure to common triggers.
- Risk assessments are carried out on all out-of-school activities, taking into account the needs of pupils with medical needs.
- Littlegreen Academy reviews all medical emergencies and incidents to see if any changes to practice or procedure need to be made.

7. Implementation Management and Organisation regarding administration of medicines

When medicines are to be administered during school hours it is essential that safe procedures are established which are acceptable to appropriate staff involved.

It is essential that clear written instructions are supplied by parents/carers when requesting that medication be administered to their child.

Parents/carers should always complete a 'Request for School to give Medication' form available from the school office giving:

- The child's name, date of birth and class;
- Name of medication
- clear instructions on the dose to be administered to the child;
- the time to be given and for what period.
- Any other information
- Parent/carer details including name and contact details
- Medication must be in its original packaging including the pharmacy label and the prescriber's instructions.

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The form should be signed by the parent/carer and retained in the school office for reference by staff involved.

Only the prescribed/recommended dose will be administered, this cannot be changed unless written instructions are given from a medical professional.

Members of staff who are willing to dispense medicines to pupils should be advised of the correct procedure for each pupil by a health care professional as appropriate and will liaise with parents/carers. **Please see training log which can be found Admin/CPD/CPD training log for named responsible persons.**

A record should be kept of all the medicines and drugs administered by the members of staff responsible on the Medication Administered form. All medication administered must be recorded and witnessed by 2 members of staff.

In the case of life-threatening conditions such as diabetes or allergies the Individual Health Care Plan will detail those responsible for administering medicines.

In the case of other conditions, e.g. use of antibiotics, this will be recorded on the 'Medication Administered' form which requires 2 Signatures.

Parents/carers and staff should be kept informed of the school's arrangements for the administration of medicines and drugs and will be informed of any changes in these procedures.

Littlegreen Academy will only administer medication that has been prescribed, this includes paracetamol and ibuprofen.

Under no circumstances will aspirin be administered to a pupil unless specifically prescribed by a doctor.

7.1 Controlled drugs

Controlled drugs are prescription medicines that are controlled under the Misuse of Drugs Regulations 2001 and subsequent amendments, such as morphine or methadone.

Controlled drugs are kept in a locked cupboard, in a room with controlled access which only staff have access to.

When off-site activities are undertaken, controlled medications are kept in a locked box in a bag and is signed out and back in on return with 2 signatures. The locked box and bag will be kept with a delegated member of staff at all times.

Controlled emergency drugs will be easily accessible in an emergency and a record of any doses used and the amount held will be kept.

8. Members of staff available for first aid in an emergency

Please see training log which can be found Admin/CPD/CPD training log for Emergency First Aid trained personnel.

9. Advice on medication

Pupils recovering from a short-term illness/infection who are clearly unwell should not attend school and the Principal can request that parents/carers keep the pupil at home if necessary.

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If the parent/carer requests that the school administer medication (prescribed only), the Principal will allow this on the condition that the school's 'Request for School to give Medication' form is completed and signed by the parent/carer.

If the instructions have not been given in writing, it will not be possible for the school to accept responsibility for administering the medication.

In exceptional circumstances a telephone call may be made to the parent/carer to obtain verbal consent. The telephone permission and member of staff this was discussed with will be noted on 'Request for School to give Medication'.

Asthma inhalers will usually be administered by the pupil. Adrenaline Auto Injectors (also known as Epi-pen) will be administered by a suitably trained member of staff as detailed in the Individual Health Care Plan unless specific consent has been given by the parent/carer for the pupil to carry and administer their own.

In exceptional circumstances trained members of staff may administer drugs by injection. This will only be done on the advice of a medical professional.

10. Educational Off-Site Visits

It is the part of the SEND Policy of the school that all pupils should be encouraged to take part in educational visits wherever safety permits. It may be that the school would need to take additional safety measures for outdoor visits and staff supervising outings must be aware of any medical needs of such pupils and of the relevant emergency procedures.

Reasonable adjustments will be made to optimise the inclusion of all pupils with health care needs and/or disability and these will be recorded on the risk assessment.

It may be necessary to take medication for pupils on an educational visit, e.g. EpiPen, Inhalers or Epilepsy emergency medication. This medication must be logged in and out of Littlegreen Academy. It is also necessary to take copies of any relevant care plans in case of emergency. Emergency medication must be taken on all trips.

11. Antibiotics

Pupils who are prescribed antibiotics can often recover very quickly and may well be fit enough to return to Littlegreen Academy, but it may also be essential that the full course of medication should be completed.

Littlegreen Academy will only administer antibiotics when they need to be taken 4 times daily or at a specified time during the school day. In this case, the Principal is willing for named staff to administer the antibiotics supplied by the parent/carer. The 'Request for School to give Medication' form should always be completed giving full instructions for administration of the medicine.

It is the responsibility of the parent/carer to ensure that the medication is collected each day and is not out of date.

12. Diabetes

Littlegreen Academy will monitor pupils with Diabetes in accordance with their individual healthcare plan. Blood sugar results will be recorded daily and noted accordingly.

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Pupils with diabetes must not be left unattended if feeling unwell, or sent to the school office unaccompanied.

Insulin will be administered as needed by a trained member of staff.

13. Asthma

This guidance has been written with advice from the Department for Education and National Asthma Campaign. It is in addition to the procedures detailed above.

13.1 Asthma Medication

- Immediate access to reliever inhalers is vital. Unless consent is given by the parent/carer for the pupil to carry their own inhaler, the reliever inhalers of pupils are kept in the classroom in a box marked “Inhalers” in the classroom. A log of the use of inhalers will be kept. All inhalers must be labelled with the child’s name by the parent/carer.
- During off-site educational visits, pupils may carry their own inhaler and spacer if judged to be responsible by the class teacher. In KS2, KS3 and KS4, pupils are encouraged to carry their reliever inhaler as soon as the parent/carer, doctor or nurse and class teacher agree they are mature enough.
- Residential visits should be planned with parents/carers and class teacher at least four weeks in advance in order that any additional inhalers or spacers may be obtained.

13.2 Asthma Attack

In the event of a pupil having an asthma attack, a first aider will be alerted of the attack and then the following guidance from Asthma UK will be followed.

https://www.asthma.org.uk/advice/child/asthma-attacks/

- Help them to sit up – don’t let them lie down and remain calm.
- Help them take one puff of their reliever inhaler (with their spacer if they have it) every 30 to 60 seconds, up to a total of 10 puffs.
- If they don’t have their blue inhaler, or it is not helping, or if you are worried at any time, call 999 straight away.
- While you wait for an ambulance the blue reliever inhaler can be used again every 30 to 60 seconds (up to 10 puffs) if they need to.

We will also ensure that:

- An asthma attack will be recorded on CPOMS. The events before the attack should be recorded in order to support the identification of triggers and management of the condition.
- The parent/carer will be called to inform them of an asthma attack whilst at school.
- If a pupil requires further medical treatment the parents/carers will be contacted.

The admin manager prepares an overview of details of pupils with asthma at the beginning of the year so that knowledge of their needs are immediately available to all adults in the area. This will be saved in the admin drive. Teachers are informed at the start of the year of any pupils with asthma, allergies and medication.

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14. Epilepsy

In the event of a pupil having a seizure, a suitably trained member of staff in dealing with epilepsy will be alerted to attend and give care to the pupil as detailed in their care plan.

An ambulance should be called if:

- It is the child's first seizure
- The child is badly injured
- They are experiencing breathing difficulties
- The seizure lasts for longer than the period set out in the child's care plan
- The seizure lasts for longer than five minutes, and you do not know how long the child's seizures usually last
- There are repeated seizures, unless the child's care plan states that this is normal for that child

15. Record keeping

We will ensure that written records are kept of all medicines administered to pupils.
We recognise that records offer protection to staff and pupils and provide evidence that agreed procedures have been followed. Parents/carers will be informed if their child has been unwell at school.

16. PE

Taking part in sports is an essential part of school life. PE teachers are aware of which pupils have asthma from the records. Pupils with asthma are encouraged to participate fully in PE.

Each child's inhalers will be labelled and kept in a box at the site of the lesson. If a child needs to use their inhaler during the lesson they will be encouraged to do so.

Equally, participation in after school clubs is highly valued. The Class teacher and/or the PE subject leader, provides a list of pupils with medical needs for the sports coaches responsible for the clubs.

17. Nut Allergies/Anaphylaxis

Unless written consent is given to Littlegreen Academy by the parents/carers, pupils at Littlegreen Academy will not carry their own auto injector pen (Epi-pen) but should have it immediately available either in the classroom or from an allocated responsible adult. The responsible adult will be the regular TA for the pupil, in the event of an absence the cover will be allocated by SLT.

Any special dietary needs will be communicated to the catering company from the nursing team or by the parent/carer, the cook in the kitchen will also keep a record of any special dietary needs.

It is standard practice for the catering company to not use any ingredients containing nuts.

Any changes in dietary requirements will not happen unless written confirmation from a GP is given.

18. Sickness and Diarrhoea

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In line with guidance from the Health Protection Agency on controlling infection, we ask that pupils do not attend Littlegreen Academy until 48 hours have elapsed from last episode of diarrhoea or vomiting.

19. Sun Cream

Pupils are always encouraged to apply their own sun cream where they can that has been provided by the parent/carer. If this is not possible a member of staff will assist with the application of sun cream.

Where it is not possible for a parent/carer to provide sun cream for their child, consent would need to be given by the parent/carer for a sun cream provided by Littlegreen Academy to be applied.

20. Emergency Procedures

In the case of emergency, Littlegreen Academy will call an ambulance and contact the parents/carers. When conditions require immediate emergency treatment, trained staff may volunteer to administer medication or emergency procedures such as resuscitation.

Under normal circumstances staff should not take pupils to hospital in their own cars, it is safer to call an ambulance.

A member of staff should always accompany a pupil taken to hospital by ambulance unless the parent/carer has already arrived at school and can accompany them. If a staff member has accompanied the pupil to hospital, they should stay with them until the parent/carer arrives.

21. Hygiene and Infection Control

All staff should be familiar with normal precautions for avoiding infection and follow basic hygiene procedures.

Staff should have access to protective disposable gloves and take care when dealing with blood or other bodily fluids and disposing of dressings or equipment.

In cases of eczema or skin conditions it will be expected that the pupil will be able to use the cream/lotion on their own.

22. Storage of Medication

All auto-injectors (EpiPen) / Inhalers are immediately available to the pupil's in their classrooms or on their person, if consent has been provided.

Where prescribed, additional auto-injectors (EpiPens) and inhalers may be available in the medical room / school office in the locked cabinet.

- All other medication must be stored in the designated medication areas i.e. the secure medication cupboard in the school office, the KS2 office or the office fridge (depending on prescriber's instructions.) These areas are supervised by the office staff.
- It is the parents/carers' responsibility to dispose of expired or unused medication.
- It will be the parent/carers' responsibility to collect medication at the end of each day where necessary.

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- Medication being taken out of Littlegreen Academy on trips or visits must be logged in and out and be the responsibility of a member of staff at all times.
- At the end of the Summer Term, all medicines sent home to parents/carers.

23. Summary of Procedure to Dispense Medication

'Request for School to give Medication' form must be completed by the parent/carer.

- Medicine must be in original packaging clearly marked with name of pupil, class and dose to be administered.
- Recommended / prescribed dose will not be exceeded without written permission from a medical professional.
- All medication given must be recorded and witnessed on the Medication Administration Form or on the class log sheet in the case of inhalers.
- Pupils do not have permission to carry their own medicines, other than inhalers when parents/carers of pupils in KS2, KS3 and KS4 have agreed this. A form recording this agreement should be completed by the parents/carers: Medical Consent Form

24. Admissions and Transitions

A pupil with medical needs will have the same rights to admission as other pupils. However, Littlegreen Academy does not have to accept a pupil identified as having a medical condition at times when it would be detrimental to the health of that pupil or others to do so.

Where a transition has been planned for a pupil to join Littlegreen Academy at the start of a new academic year, these arrangements should be in place for the start of term.

When a pupil joins mid-term or a new diagnosis is given, arrangements should be in place as soon as possible, ideally within two weeks.

When a pupil transfers to a new school, it is the parents/carers' responsibility to inform the new school.

25. Absences

If a pupil needs to attend hospital appointments during the school day, children may be brought into the school first and so gain an attendance mark. However, if this is not possible, please bring in the official appointment card so that we can ensure a pupil is not penalised for an unavoidable medical appointment.

Routine appointments, e.g. dental, GP or opticians, should usually be arranged out of school hours.

If a pupil is away from school for 15 days (whether consecutive or cumulative) or more because of health needs, the local authority has a statutory duty to make suitable arrangements.

26. Training

26.1 Staff

Where staff are required to carry out non-routine or more specialised administration of medicines or emergency treatment to children, appropriate professional training and guidance from a competent source will be sought before commitment to such administration is accepted

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Littlegreen Academy will make sure that there are sufficient members of staff who have been trained to administer the medication and meet the care needs of an individual child. This includes escort staff for home to school transport if necessary.

Littlegreen Academy will ensure that there are sufficient numbers of staff trained to cover any absences, staff turnover and other contingencies.

A 'staff training record' sheet will be completed to document the level of training undertaken.

Such training will form part of the overall training plan and refresher training will be scheduled at appropriate intervals.

26.2 Pupils

Generally, all pupils are very respectful of an individual's needs. In some situations, training on a medical need can be arranged for friends or a class. This is always carefully planned in liaison with the parent/carer and pupil.

27. Supply Staff

On the occasions that Littlegreen Academy require TA position to be covered by a supply staff a copy of Littlegreen Academy Agency Information Sheet will be sent to them from the office prior to their arrival, the class teacher will inform them on everything they need to know on the day.

Rarely a supply teacher will be used if it cannot be covered in house, if this is the case then a suitable member of staff will usually give a brief induction, handing over any important information.

28. Unacceptable Practice

The Board of Trustees should ensure that the school's policy is explicit about what practice is not acceptable. Although staff should use their discretion and judge each case on its merit with reference to the child's individual healthcare plan, 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/carers; 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/carers, or otherwise make them feel obliged, to attend school to administer medication or provide medical support to their child, including with toileting

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issues. No parent/carer 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/carers to accompany the child.

29. Liability and indemnity

The Board of Trustees will ensure that the appropriate level of insurance is in place and appropriately reflects the school's level of risk.

Solent Academies Trust will ensure that we are a member of the Department for Education's risk protection arrangement (RPA).

30. Complaints

Parents/carers with a complaint about their child's medical condition should discuss these directly with the Principal in the first instance. If the Principal cannot resolve the matter, they will direct parents/carers to the Solent Academies Trust complaints procedure.

31. Links to Other Policies

This policy links to the following policies:

Accessibility plan

Complaints

Equality information and objectives

First aid

Health and safety

Safeguarding

Special educational needs information report and policy