Hackney Fair Access Protocol – Escalation Process

A simple route for unresolved decisions, delay, or non-implementation

1. Operating rule

Escalation is intended to resolve barriers quickly, not to create an additional parallel admissions process. Wherever possible, issues should be resolved at the lowest appropriate level and the child's access to education should not be delayed.

2. Three-stage escalation

Stage	Trigger	Action	Outcome
Stage 1 – Operational resolution	Missing information, implementation delays, practical barriers, or emerging disagreement.	Named Admissions case owner contacts the relevant school/service, records the barrier and sets a short resolution deadline. Chair/LA Co-chairs are informed where the issue may affect a FAP decision.	Barrier resolved and tracker updated or move to Stage 2.
Stage 2 – Chair / LA Co-chair resolution	A FAP decision is disputed, not implemented, or the issue cannot be resolved operationally.	Chair and LA Co-chair review the case promptly with the relevant headteacher/service lead. They confirm the Protocol position, required action and timescale. Where appropriate, the matter returns to FAP for a formal review/appeal route.	Decision implemented, reviewed through the Protocol, or move to Stage 3.
Stage 3 – Senior LA escalation	Persistent non-resolution, repeated non-implementation, significant system barrier, or a case requiring senior executive intervention.	Escalate through the agreed Hackney Education leadership route. The supplied implementation clarification identifies Assistant Director-Admissions portfolio as the first senior escalation point and Director of Education. thereafter.	Senior direction/action is recorded; implementation is tracked to closure.

4. Escalation record

For every escalation, record: date raised; issue; child's current education position; action already taken; person responsible; deadline; stage reached; decision; date resolved; and any learning/action for the wider system.

5. Safeguarding / urgent education risk

Where delay creates an immediate safeguarding or serious education-access concern, normal escalation stages should not prevent direct contact with the appropriate senior safeguarding or LA lead. The safeguarding concern and the FAP placement issue should be managed in parallel.