

# Customer Service Matters

## Education Support

When you	We will
Apply for a school place mid year *	<p>Consider your application and offer you the most appropriate school based on the availability of places, location, language, faith and distance.</p> <p>You will receive a response within 15 school days and be given the opportunity to appeal if you do not agree with the decision</p>
Apply for a school place to start in the September 2014	<p>Consider your application and offer your highest preference possible. This decision will be based on factors such as the distance from your home to the school, and your choice of language and faith.</p> <p>You will receive a response by post –</p> <p>Secondary school 1<sup>st</sup> March 2014 Reception and junior class 21<sup>st</sup> March 2014 Nursery class 2<sup>nd</sup> May 2014</p>
Appeal a decision on school places	Hear your appeal via an independent appeals panel within 30 working days
Apply for school transport mid year*	Consider your application against the published criteria which includes hazardous routes, distance, faith and language. You will receive a response within 15 working days
Contact us for Governor Support, Advice or Guidance	We will ensure that an Officer in an appropriate field contacts you directly within 3 working days to deal with your enquiry

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\*mid year - requests for a school place/school transport made after the beginning of the autumn term (i.e. outside of the usual school admissions timescales).

**Anything you want to tell us?**

Let us know if you think we've done something wrong or made a mistake.

We would also like to know if you think we have done something well or if you have a comment or an idea about how we could do something differently or better.

Let us know by e-mailing [your.voice@denbighshire.gov.uk](mailto:your.voice@denbighshire.gov.uk);  
by phoning 01824 706101  
by filling a form on our website at [www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)

