



Northumberland County Council

Frequently asked questions for Reception Offers Day:

I haven't received my email yet, what shall I do?

Log in to the portal using your login details (use forgotten password link if required) to view the offer. Due to the volume of emails being sent, they come through in batches so keep checking your account regularly throughout the day.

NB Check junk/spam mail as the emails sometimes go there

I made a late change of preference when will I hear back?

Late changes are not offered on National Offers Day - they are processed in accordance with the school admissions timeline available on the website.

I applied after the deadline, when will I hear back?

Late applications are not offered on National Offers Day - they are processed in accordance with the school admissions timeline available on the website.

I haven't applied for a school place, what should I do?

Make an application online using our 'school application form' which you will find on the website.

I requested a letter sent out and it hasn't arrived today?

Please allow time for the post to arrive. There may be a delay due to COVID 19

I applied on a paper form, how will I be informed?

If you applied on time, you will receive a letter on 16th April 2020. Please note, there may be some disruption to Royal Mail services as a result of the COVID19 outbreak

I have been refused my first choice. What can I do?

Your child is automatically on the waiting list for this school. You will receive a letter with your refusal details in, and information about how to appeal this decision to an independent appeals panel. If you applied on time, you will be offered another school



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How do I accept the school place?

You are not required to 'accept' your child's school place. Once it has been offered the place is allocated.

How do I refuse the school place?

You must contact the School Admissions Team by email to refuse your child's school place. This must be done within 14 days of the offer being made.

schooladmissions@northumberland.gov.uk

I have been offered my 1st choice of school but would now like to choose my 2nd choice instead, what do I need to do?

Your request for an alternative school will be treated as a late application and dealt with as per the admissions timeline.

I live in a different Local Authority, who should I contact?

Please contact your Local Council in the first instance. This is the Council to whom you pay your Council Tax

How can I contact School Admissions?

As a result of the COVID19 outbreak, staff are working remotely. The quickest way to get a response is via email. Please send your query to the school admissions inbox, making sure to quote your child's name and date of birth.

schooladmissions@northumberland.gov.uk