



JustAsk

Whilst we understand from our clients that it can be stressful, challenging and at times all consuming, we don't pretend that we know how to run a school. We do however promise to take away as many burdens as possible to afford you more time to do so. Our clients tell us that a challenging parent or a child protection issue can take up an entire day, sometimes longer. Time that could be spent doing what they do best; delivering education.

JustAsk is a service that allows you to pick up the phone to a familiar voice and talk through an issue. We cannot always make the problem go away but we can offer sound, practical advice that gives you the confidence to deal with it.

JustAsk gives you access to a named member of our Education Team. We will always be available and always respond in a timely manner. Over the years we have worked closely with our schools to develop our understanding of the ever changing education sector. The legal answer is not always the right answer. For us, it's about providing a safe, workable solution.

JustAsk deals with everyday legal and commercial queries faced by schools as well as the more obscure challenges faced in the modern world. From Facebook posts to nose piercings to allowing children to bring their dogs into school, we will listen and advise on anything. We certainly haven't heard it all but we are making good progress!

Get in touch!



How we can help you

There is no hard and fast rule about the sort of queries we can support with under the JustAsk service. The underlying premise is that anything that can be dealt with in half an hour will be covered by the service. That said, we are flexible and will always take a sensible approach when dealing with your query. We want our clients to feel that they can pick up the telephone and not worry that a bill will be issued because a query has taken 35 minutes!

Here are some recent examples of queries we have advised on:

- Whether a child can be prevented from attending an overnight school trip due to their behaviour.
- Advising on whether a Head Teacher has a duty of care towards children when it comes to obesity – and more importantly how to manage a difficult parent discussion about a healthy lifestyle in and out of school.
- What is the annual minimum requirement for a school to be open and how to balance an increase in a school day with the extension of a school holiday.
- Details on the legal requirement of teachers to administer medication to its pupils.
- Whether a persistent breach of a Uniform Policy is sufficient for exclusion and if so, what is the exclusion procedure.

To ensure that the right people deal with your query, all employment/HR related queries are dealt with under our JustHR service. Contact James Baker on 01392 687657 for more information.

"Working alongside Michelmores has been a seamless venture as the vast knowledge that they have of education policy & legalities has meant that they totally understand what we are trying to achieve. The links that Michelmores have in to DFE policy has meant that we can get sound, professional advice within a very short space of time. The level of service has been professional but extremely personal with a clear priority of making our life easier whilst safe within the parameters of legal frameworks and policy."

Andy Percival
The Rodillian Academy

Get in touch!