

## SHAW RIDGE PRIMARY SCHOOL

The original school building first opened its doors to pupils in September 1985, with the new building replacing it from September 2009. The school caters for children between the ages of 4+ and 11 years, and can accommodate 420 children. It has a planned admission number of 60 new Reception class children each year. By careful planning and organisation of the school we should keep class sizes under 30, however we do have to admit new children who apply should space permit.

In November 2013 the school became an academy and now forms part of the Linked Collaborative Trust working together with other local schools, Millbrook Primary, Peatmoor Primary and Westlea Primary.

The school currently has approximately 395 children and 21 teaching staff (including the Headteacher), 4 office staff, 24 teaching assistants, 17 mid-day supervisory assistants, a caretaker and 4 cleaning staff as well as a community suite caretaker. Our Catering Manager and his assistants are employed by an outside catering company, and provide a range of fresh hot meals and sandwiches at lunchtimes.

Originally the catchment area consisted of all the houses north of Eastleaze, however, over time the area has altered and new houses have been built and other schools have been opened (and closed). Parental choice is now an important factor in school admissions.

The school stands in a very pleasant location and we have plans to further develop the site with help from the 'Friends of Shaw Ridge School'. We benefit from various specially developed play areas as well as our own field. Each classroom also benefits from its very own outdoor area accessible directly from the classroom. Being at the top of Shaw Ridge we also have direct access to the wooded area/green belt to the north west of the school.

There are entrances from Ridge Green and from the footpaths leading down to Ramleaze. Please note that for security reasons the gates from the footpaths are locked between 9.15am and 3.00pm, with access during those times only from Ridge Green.

## **THE AIMS OF SHAW RIDGE SCHOOL**

To offer a happy, friendly and stimulating learning environment to all children and adults involved.

To give each child the opportunity to develop his/her potential to the full.

To develop the social, spiritual, physical and moral as well as the academic education of each child.

To foster co-operation between children, staff and parents.

To provide an exciting, rich and relevant curriculum for each child which progressively develops skills, knowledge and understanding.

To offer real experiences wherever possible to enhance the child's learning.

To operate a policy whereby parents, governors, friends and other visitors may visit the school and see it working by making an appointment through the Administration Office.

## **SCHOOL UNIFORM**

The school colours are navy blue, grey and white. The Governors positively encourage the wearing of school uniform. Good quality school sweatshirts, polo shirts, cardigans and fleeces, as well as book bags and PE bags are available for sale from a Swindon-based company, Your Logo Ltd., by telephone on 01793 431231 or online at [www.your-logo.co.uk](http://www.your-logo.co.uk). Very little uniform is kept in stock in the school but some is available to try on for size. Please ask at the office between 9am and 3.30pm. Orders and payment (by cash or cheque only) can be left with the office and deliveries can be arranged to the office free of charge. Appropriate school shoes are sensible, black and low-heeled. PE uniform consists of plain navy shorts and white t-shirt, with daps or trainers for outdoor classes. Jogging bottoms and sweatshirts can be worn in cooler weather.

Pupils should use school book bags for homework or letters. The use of backpacks is discouraged because of space restrictions in the cloakrooms.

Please remember all uniform, including shoes and daps/trainers, should be properly labelled with your child's name.

## BEHAVIOUR POLICY

Shaw Ridge School operates a whole school behaviour policy. This is based on creating a respectful, caring and supportive environment which will enhance the self-esteem of *everyone* who works here, child or adult. We *expect* children to be well behaved. Positive behaviour is encouraged and rewarded. The children will regularly receive stickers in recognition of good behaviour or work and may be presented with them in the weekly 'Celebration' assembly. Children are aware of what is expected of them through class discussion and the use of the school's "Golden Rules". We look for parents' support in this area and will involve them if the child does not respond in an appropriate manner. We train some of the older children each year as Peer Mediators so they can assist in sorting out some of the disagreements that arise between children. They are supervised by teachers and are trained to pass on more difficult situations to a member of staff.

## SCHOOL TIMES

8.55 am - 12.00 noon

1.00 pm - 3.15 pm

Pupils are welcome at 8.45 am (no earlier) and we accept responsibility for them from that time. They should gather on the playground, at their allotted location, ready to be collected by their teachers. Every child should be in school at least 5 minutes before each school session starts.

*Please ensure that your child is not late. Any child arriving late must first report to the office as it is a legal as well as safety requirement that late arrivals and absences are recorded in the register. Please ensure you let the school office know either by letter, email or telephone if your child is off ill.*

## WORKING WEEK

Foundation Stage & Key Stage I - 22 hours teaching time

Key Stage 2 - 23 hours teaching time

## PASTORAL CARE

Class teachers are responsible for the children in their class. They will deal with everyday matters and should be the *first point of contact* for parents. Should further assistance be needed then the Headteacher may be involved. Should further assistance still be required the help of the School Welfare Officer, the Targeted Mental Health Team, Social Services Department and the Educational Psychologist can be called upon.

Your involvement is vital to the progress of your child. Staff are always willing to discuss progress and problems with you. Please try to arrange such discussion for out of school hours if possible, but if the matter is urgent we will always make time to see you.

## PARENT/TEACHER DISCUSSIONS

Parent Interview Evenings are held in the Autumn Term and again in the Spring Term. Should you need to see the teacher at other times please make an appointment with them. If your child is receiving additional help you may be invited to other meetings to discuss their progress. We hope you will attend all the meetings dealing with your child's education.

The Autumn Term meetings provide a chance for parents to meet their child's new teacher and to discuss how families can best support each child in their learning. It also provides a private opportunity for parents to inform the teacher of any home circumstances or information that may affect the child in school. Later in the year there is an Open Evening where parents and children together can tour the school and see some of the work that has been going on. This provides each child with the chance to take pride in their work.

Again in the Spring Term there are individual parent interview meetings.

Towards the end of the Summer Term you will receive a written report on your child's progress and will be offered the opportunity of speaking to the teacher again, should you feel it necessary.

At appropriate times in the year, parents are invited to information evenings on a variety of topics.

There are many ways in which you can help us and we would love to see you as a volunteer in the school. If you are able to spare time to work in

school please let your child's teacher know. All volunteers/helpers in school must first have Disclosure and Barring Service clearance, which can be arranged through the school office.

## ADMISSIONS

Children are admitted to Shaw Ridge School in accordance with the School Admission Policy. They are admitted into school from the September of the academic year during which they reach five years of age. Since September 2007 all pupils are offered a full time place from the September preceding their 5<sup>th</sup> birthday. Parents can choose to defer entry for children born between January and August. Please contact the Headteacher if you wish to discuss these arrangements further.

As a school we have links with the local pre-schools and will probably meet your children there. The school runs an induction scheme and you will be given full information and details of your child's induction dates. We sincerely hope that all children will be able to attend these sessions as they do help pupils make a happy transition to school life.

On admission to school you will be asked to complete basic information forms which need to be returned to your child's teacher/school office. It is very important that you inform the school as soon as possible of any changes to the information you provide. It is important that we are able to contact you at all times, in case of emergency. Basic information will be stored on computer for school use.



## **CURRICULUM and ORGANISATION**

### **Foundation Stage - under 5 years old**

Our youngest pupils follow a curriculum based on the EYFS Document DFe 2012. We operate a topic-based approach covering seven areas of learning and development:-

1. Communication, Language & Literacy
2. Physical Development
3. Personal, Social and Emotional Development
4. Literacy
5. Mathematics
6. Understanding of the World
7. Expressive Arts and Design

As the year progresses the children will slowly integrate more with the main school and the National Curriculum. This should mean that by the end of their first year at Shaw Ridge transition into the main school should be seamless.

### **Key Stages 1 and 2 - 5 years old and over**

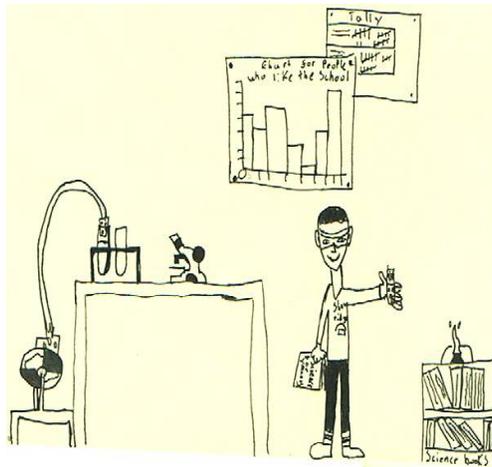
The Curriculum of our school refers to everything that goes on in the school. This will include all the planned learning activities, children's behaviour towards each other and adults, how adults behave towards the children and the way property is cared for and valued. Children learn from all their experiences, both at school and at home.

The *Governors'* aim is that the children should enjoy school life, be kind and tolerant of others and strive to reach their full potential in all areas. Classes of the same year group plan work together. For some areas of the curriculum there will be some grouping according to ability, especially with the older children.

The children will be taught in accordance with the National Curriculum (2013) continuing to spend a majority of their time on the core subjects (English, Mathematics, Science, ICT and RE) supplemented by foundation subjects of Design and Technology, Art, Music, History, Geography and PE. All of these subjects are compulsory with the exception of RE. We also teach French as our chosen modern foreign language to KS2. The

Governors have agreed that some time will be used for Circle Time, Golden Time, our Swimming Programme, some school visits and any school productions. Literacy and Numeracy are an integral part of the curriculum although we try to use important skills acquired in these to support learning in other subject areas.

Children and staff use a topic-based approach supported by discrete subject teaching where appropriate. During a week the children will be taught individually, in small groups or as a whole class as is appropriate.



## RELIGIOUS EDUCATION

Religious Education also forms part of the curriculum and there is a daily assembly which will be mainly of a Christian character. During the week this may take place as a class, year group, key stage or whole school. Parents who wish their children to be exempt from Religious Education should kindly inform the Headteacher. Alternative arrangements will be agreed with the parents.

## SPECIAL EDUCATIONAL NEEDS (SEN)

The school has a part time teacher, known as the Special Education Needs Co-ordinator (SENCO), who co-ordinates SEN at Shaw Ridge. She works with teachers to plan Individual Education Plans (IEPs) and liaise with any outside services involved. As far as possible children are helped within the classroom situation, but are occasionally withdrawn for specific tasks. The full school policy for SEN is available for inspection on request. One Governor has a specific role as SEN Governor.

## **ABLE, GIFTED AND TALENTED CHILDREN**

Able, gifted and talented children are identified by class teachers in conjunction with the Able, Gifted and Talented Co-ordinator. Pupils will have opportunities to use their skills and access extension activities both within and beyond their classrooms. At the top end of KS2, these may involve using facilities at local Secondary Schools.

## **DISABLED CHILDREN**

Our Access Policy regularly reviews facilities required for children with a range of physical and learning difficulties. Specialist equipment will be provided for any child the Borough Council considers should be educated at Shaw Ridge.

We have strong links with outside agencies such as the SBC Speech & Language Team, ASD Team, and Hearing Team, whose expertise we use to support our pupils' learning.



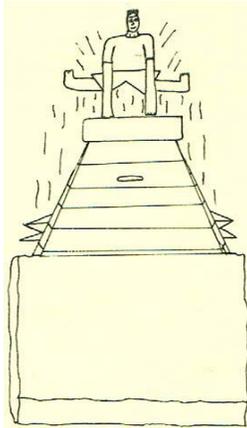
## **SEX EDUCATION**

Sex education will form a natural part of the curriculum and will be honestly and fairly dealt with taking into account the age and abilities of the children. The dangers and issues relating to drugs will be discussed at the children's own levels. Parents will receive information about this at the appropriate time and given the option of withdrawing their child from these sessions.

## **HOMEWORK**

From their earliest days in school children are encouraged to take home their reading books. We hope that you will positively encourage this and spend 10 - 15 minutes each day with your child and his/her book. Each class will set its own homework which will increase as the children progress through the school. They may be asked to learn spellings or times tables, to practise skills, or to follow up items of interest they have started in school. When such work is set we trust that you will support us and ensure that the work is completed.

## PHYSICAL EDUCATION



This is part of the National Curriculum and all children are expected to take part. They will require shorts, a t-shirt and daps/trainers, as well as a track suit or sweatshirt for outside classes in winter months.

Please make certain that your child has their PE kit in school every day. You will receive a note asking for kit to be sent in if your child regularly does not have it at school. If there is a reason for your child not doing PE please let the teacher know in writing.

## SPORT

Shaw Ridge has always considered giving children the opportunity of participating in sporting activities important. The school runs a variety of clubs and boys and girls are equally encouraged to participate.

Competitive sport between teams from other schools allows children to compete at a high level and learn to both win and lose. The girls' netball team compete in the West Swindon League and the Greendown Tournament. The boys'

football team compete in the West Swindon Football league, the Greendown Tournament and some other local tournaments. Gymnastics and Dance are also offered as after school clubs. All our Y6 children were able to swim when they left last year.



## SWIMMING

At present children in Yr 3 take part in swimming lessons during the school year, at the Link Centre. As swimming is part of the National Curriculum, we hope that every parent will encourage their child to go on a regular basis. Parents are asked to make a voluntary contribution towards the costs of providing this opportunity.

Our aim is to help every child learn to swim and be safe and confident in water. Children will be entered for swimming awards when instructors consider they are ready. We use some of the ASA Award Scheme.

## EXTRA-CURRICULAR CLUBS

The staff consider these activities extremely important and willingly give of their own time so the children may pursue a wider curriculum than "class time" allows.

The choice of activity varies from term to term and you will be notified of the days, times and clubs. Both *girls and boys* are welcome to attend *all* activities. Children are expected to attend regularly should they choose to join a club, and the teacher should be notified if they are going to be absent for any reason.

Some of the clubs which have been available recently are:

- Netball
- Football
- Dance
- Early morning cross country running
- Multi-sports
- Fitness
- Sewing
- Martial Arts
- Science
- Chess
- Cookery
- Recorders
- Choir
- Art
- Performing Arts
- Japanese
- ECO Club

## LEARNING TO PLAY A MUSICAL INSTRUMENT

At Shaw Ridge, children are encouraged to extend their musical learning by taking up an instrument. We have several peripatetic music teachers who visit the school weekly to teach children in individual or group lessons. Currently we offer Keyboard, Guitar, Flute, Violin, and Drum lessons.

Although parents have to pay for these lessons, we do try to access any schemes that support the cost, especially during the first few months

when children are 'trying it out'. The school also subsidises the cost of lessons to enable more children to access this opportunity.

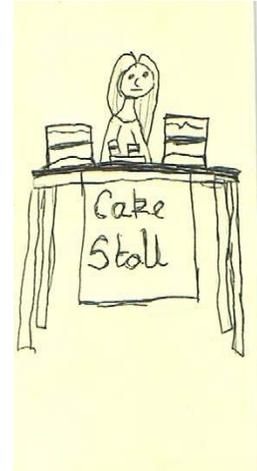
Throughout the school year we enjoy performances by groups from the LA Music Service, such as the ever popular 'Percussion Roadshow'.

## 'PARENT TEACHER ASSOCIATION'

We are pleased to benefit from a strong and active PTA. A committee is elected annually at the AGM in Term 1. Any parent is eligible to be on the committee and meetings are held at the school on agreed dates. Any parent is welcome to attend the meetings, not only committee members. Extra help is *always* welcome!

Throughout the year many events are run (not all are fund-raising!). We hope you will join us at these fun events which are a good opportunity to meet and get to know each other.

The PTA has charitable status.



## CHARGING POLICY/SCHOOL FUNDS

Tuition fees for peripatetic music teaching will be charged at a set rate for each term.

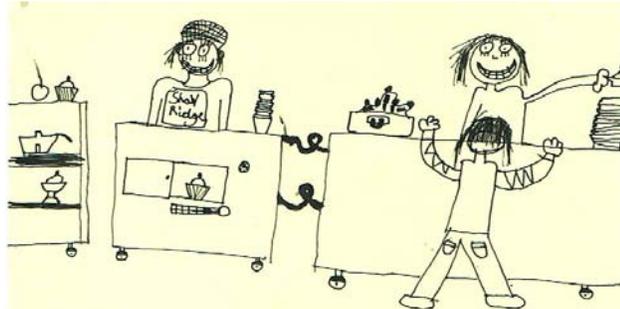
Voluntary contributions are requested to fund visits/events, trips and some activities. No child will be excluded on the grounds of non-payment, however the school budget is not inexhaustible and plans may need to be altered if insufficient funding is available.

## LUNCHES, MILK and SNACKS

We are fortunate to have catering provided by an outside catering company who employ staff to cook and serve good quality meals at lunch time. A menu is sent home each term and children can choose from a daily choice of a hot meal (including a vegetarian option), a jacket potato with filling, or a sandwich. All are served with a pudding. Fresh fruit and yoghurts are available as alternative desserts. The daily cost is currently £2.00. Meals are ordered by completing an order form and returning it with the correct money to the school office. Meals can be ordered and paid for daily by 9am, however to assist with ordering and cooking quantities it is appreciated if ordering is done weekly in advance. Please send the order form and correct money in an envelope marked with your child's name and class.

During the lunch hour the children are looked after by mid-day supervisors. The children are expected to behave sensibly and do as the supervisors' request. Any problems will be passed to the Headteacher; continual bad

behaviour *could result in the child being sent home for the lunch hour.*



Free milk is available for all children under 5 years old. Older children have the opportunity to pay for milk. All milk is provided through the Cool Milk organisation, the price is set by them and money is paid directly to them. Children drink their milk at morning break, and it is their responsibility to remember to collect it. All new Reception class children will be automatically registered for school milk and you will be contacted by Cool Milk when your child turns 5 with instructions as to how to continue getting milk daily.

All children in Foundation Stage and Key Stage 1 are provided with a healthy fruit or vegetable snack to eat at playtime in the morning. Older children may bring their own snacks which should be a piece of fruit or other similar healthy item. No crisps, biscuits or chocolate, please.

## **FREE SCHOOL MEALS**

Parents who believe their children may qualify for free meals can obtain further information from the school office. Children who qualify for free school meals are provided with a packed lunch when they are away from school on visits/trips.

Parents are encouraged to register their child for school meals if they are entitled to do so, even if their child does not always choose to take up the option. Certain areas of school funding are based on the number of pupils registered as entitled to free school meals.

All children in year 2 and below are automatically entitled to Free School meals as part of a new government initiative. If you want your child to have free lunches please remember these still need to be ordered via the school office.

## **ALTERNATIVE LUNCH OPTIONS**

Children may, if you prefer, bring a packed lunch. Food should be contained in a suitable 'lunch box' clearly labelled with their name. Any drinks should be in a water-tight plastic bottle/flask. (No fizzy drinks, please.) If required, please remember to enclose a suitable spoon.

Parents can, if they choose, take their child out of school at lunch time, although this does deny the child the opportunity to socialise and play with their peers.

## **ARMED SERVICES**

Pupils of parents who are in the armed services are requested to inform the office of this, as this triggers additional funding for the school to enable them to provide extra support for service family children should it be required.

## SECURITY

Children should not be in the school playground before 8.30am. Should you need to drop your child off before this, please make use of the breakfast club operated in the adjoining community suite. From 9.00 am, if bringing a child into school late or collecting them for an appointment, parents are requested to use the MAIN ENTRANCE where access is controlled by the office. Please also ensure they are signed in or out as appropriate. The gates to the school are kept locked during the school day and re-opened at 3pm to allow parents to collect their children. Children should be collected from their classroom break-out areas, not from the main reception.

The school operates an internal and external CCTV system with infra-red lighting externally.

## CHILD PROTECTION

Our first priority is your child's welfare and therefore there may be occasions when our concern about your child means that we have to consult other agencies before we contact you. The procedures we follow have been laid down by the South West Safeguarding & Child Protection Group [www.online-procedures.co.uk/swcpp](http://www.online-procedures.co.uk/swcpp) and in accordance with Swindon Borough guidance. If you want to know more about this procedure, please speak to the Head Teacher/ Child Protection co-ordinator or visit the website. Copies of the schools' Child Protection Policy are available from the school office or school website.

## ROAD SAFETY

The school is in a cul-de-sac and can only be approached by road along Ridge Green. Parents are encouraged to walk with their children to school whenever possible to reduce congestion. However, if you do need to bring or collect your child by car, *please help us to avoid accidents by:-*

- NEVER parking in the yellow boxes outside the school.
- Not driving into or blocking the school driveway.
- Being aware that parked cars are a hazard for children coming out of school.

- Avoiding double parking or expecting older children to come out to find you in the car beyond kerbside parking.
- Driving slowly, with extreme caution, at all times in the school vicinity.

Regular visits are made to the school by Swindon Borough Council Road Safety Officers who work with the children and help them understand the problems associated with road safety.

## **POLICE**

We have links with our local police officers who often visit the school, both officially and unofficially, to encourage a friendly interchange between the officers and the children.

## **CYCLING**

Children are encouraged to cycle to school and covered bicycle racks are available on site. Cycles are left at your own risk, and we strongly recommend that they are kept locked during the school day. Cycling in school grounds is prohibited, to protect both cyclists and pedestrians.

We do consider it important for children to learn to cycle and use roads safely, therefore both cycle and pedestrian safety is undertaken regularly as part of our PSHE programme.

## **TRANSFER TO SECONDARY SCHOOL**

During Y6 your child will be preparing for his/her transfer to Secondary School. Parental choice means children can apply for a place at any secondary school they wish, however most children from Shaw Ridge at present choose between Lydiard Park Academy in Grange Park, Royal Wootton Bassett Academy, The Ridgeway School and Sixth Form College in Wroughton or Bradon Forest Comprehensive School in Purton. There are bus services available to Ridgeway, Bradon Forest and Royal Wootton Bassett, however this has to be paid for. For those who so wish, there is the option of St Joseph's Roman Catholic College in Swindon.

We commit to liaising closely with any school chosen by our pupils for their secondary education in order to ensure a smooth transition to KS3.

During the autumn term before transferring, you will be given the opportunity to visit these schools with your child to look round and meet their staff. The Headteacher at Shaw Ridge is always willing to discuss secondary transfers with parents.



## **ABSENCE FROM SCHOOL (Illness/Other reason)**

If your child is ill please keep him/her at home until fully recovered. Please telephone the school on Swindon 871601 with the reason for the absence. It is important to let us know the nature of any illness as some are notifiable, for example German measles, measles, chicken pox, and 'slapped cheek'. Please also let your child's class teacher know if there is a case of head lice so other parents can check their children's hair.

Parents do not have the right to take their children out of school for holidays in term time. By law you must ask permission for your child to miss school. The DfE advise parents not to disadvantage their child's education by taking holidays in term time. We are no longer able to authorise absences including holidays in term time unless there are exceptional circumstances. If the absence is not authorised you risk a £60 penalty notice. This is levied per parent, per child and if not paid within 28 days is increased to £120.

To ensure time off school is treated as an authorised absence and not an unauthorised absence a request form must be completed and agreed by the Headteacher. All applications will be replied to in writing within 5 working days of receipt.

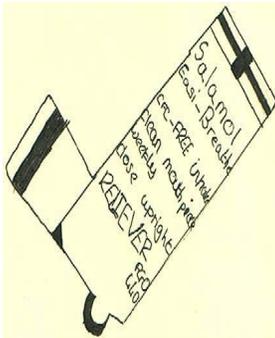
Unauthorised absence is deemed truancy even if sanctioned by the parent.

Teachers should not be expected to provide work for children to do whilst absent for any reason. If a child is fit enough to do school work, they should be in school. Prepared activity sheets usually require direct teaching beforehand so may not be suitable for the child to do at home.

## MEDICINES and CHRONIC MEDICAL CONDITIONS

Staff are not able to administer medicines (painkillers, antibiotics or cough remedies) to children. If your child is fit to return to school but still taking medication please arrange the times to exclude school hours, or, if you wish, come into school yourself to administer the medication.

Some children have conditions where they may need urgent treatment or medication, eg. severe allergies, diabetes, epilepsy, or asthma, where medication is kept in school for emergencies. These are kept in a place known to all staff, should it ever be required. Each child's medication should be well labelled with dosage and instructions. Parents should check supplies termly, to ensure supplies are not out of date or depleted. It is important that children should be able to use inhalers by themselves.



All staff have received training in the use of EPIPENS and the needs of DIABETIC children from the school nurse. Training is refreshed annually.

## STAFF TRAINING

Throughout each academic year staff (teaching and non-teaching) undertake training courses as well as attending TD Days. Many of the courses are in their own time, but allow Shaw Ridge to keep up to date with educational progress. The following give you an idea of the range of courses taken:

- Literacy - Phonics/Spelling, Grammar and Punctuation
- 5 day Numeracy course
- Pupil achievement tracking
- Early identification of dyslexia
- KS1 SATs moderation
- Developing school leadership and management
- Role of the middle leader
- 'Diligent eyes' - swimming pool safety
- Child Protection training

## EMERGENCY CLOSURES

In the event of very bad weather, failure of essential services to the school or any other event that puts the welfare of children and staff at risk, it is sometimes necessary to close the school.

In such a situation, information would be passed to parents through notices at the school, our school text service, the school website and via local radio stations: BBC Radio Swindon, and HEART Radio Swindon.



*PARENTS SHOULD ASSUME THAT THE SCHOOL IS OPEN UNLESS OTHERWISE INFORMED.*

## RULES

Golden rules are devised to promote respect and co-operation throughout the school and are used as a basis for our system of discipline. These are displayed in the classrooms.

Other rules that parents need to be aware of are:-

Children may bring any kind of fruit to eat at play time, but not biscuits, sweets or crisps.

Children should not wear jewellery to school. Children with pierced ears should wear studs as this minimises the risk of injury during PE. If at all possible, the Link Leisure Centre staff request that no jewellery is worn on swimming days.

Watches worn to school should not be expensive and will remain the responsibility of the owner at all times. The school does not have any insurance cover for any items belonging to children.

Children should not bring mobile phones to school on a regular basis. However, if you feel it is necessary for your child to bring their mobile phone to school it should be switched off and left in the office during the school day. All phones should be labelled with the owner's name.

Safety of the children in the school grounds is promoted by observing the following rules:

- a) The school grounds are not a public right of way.
- b) No parking in the yellow boxes outside the school.
- c) Cycling is not permitted on the school grounds.
- d) Dogs may not be brought into the school grounds at any time.

## **CONTACT NUMBERS AND ADDRESSES**

It is important that parents keep school informed of changes in contact numbers. If you move house, change mobile phones or your place of work, please let us know immediately. Whilst we would hope never to have to call you because of an emergency, it is imperative we have the correct numbers should we ever have to.

## **CHILDREN WHO ARE NOT COLLECTED**

If there are any problems related to collection of a child after school or after a club, staff will make phone calls to ensure that the child gets home safely. If you are **unavoidably** detained when due to pick up your child, please telephone the school to let us know. Children are supervised on 'The Blue Sofa' in reception and should be picked up from there.

## **SCHOOL POLICIES**

These are available for inspection on request. Many are also available on the school website.

## **ABSENCE RATES**

At Shaw Ridge we are proud of our excellent rate of attendance which results from parents and teachers working together to ensure children want to come to school and sickness is minimised through our 'healthy schools' campaign.

For 2013/2014, attendance was 96.4%, with authorised absence 3.1%.

## COMPLAINTS PROCEDURE

We hope you will be happy with the service that the school provides, and you will never have need to use the complaints procedure. However, in the event that you do, please telephone the school office in the first instance and make an appointment with the Head Teacher. If the ensuing meeting does not resolve the issue then a formal complaint, in writing, should be sent to the Chair of Governors, c/o Mrs Ann Boyles, Clerk of Governors, via the school office.

