

GENERAL INFORMATION SHEET

Arrival at School

- * Children should arrive at school no earlier than 8.45.am. if possible.
- * 8.00.am. - 8.45.am. Children arriving between these times **must** register in the Early Club for which there is an extra charge.
- * 8.45.am. Member of staff is on duty in playground.
- * Parents are requested to leave the playground once the teacher is on duty.
- * Children should keep coats and bags with them.
- * Wet weather - Children may wait in classrooms from 8.45.am. when the class teacher will supervise.
- * Children are not allowed into classrooms unless they are supervised by a member of staff. This is an important safety measure.

End of School Day

- * 3.30.pm. School day ends.
- * Nursery parents please wait in small playground on right.
- * Reception Class and Year 1 - parents please wait at gate between the Hall and Year 2 classroom.
- * All other parents wait at main gate.
- * Young children will return to class if you are late.
- * Older children can wait in yard for parents.
- * All children must wait inside the main gate if you are not there to collect them.
- * It is unwise even for older children to cross the road to meet you unless they can see that you are there.
- * Children must cross with the crossing patrol.

Parking

- * The gate at the rear of the school is for use by parents with children in the Infant School i.e. up to Year 2 only.
- * This gate will be opened from 7.45.am. and locked promptly at 9.15.am.
- * It will be re-opened at 3.20.pm. and closed at 6.00.pm.

- * Please note. Parking at the front of the school is for staff only. Under no circumstances should children be dropped off/collected in the front car park at the start or end of the school day.
- * The school building and the school site is strictly a no-smoking area.

Lunch Time

11.45.am. - 1.00.pm. - Nursery

12 noon - 1.15.pm. - Infants / Juniors

- * Soup (30p) - Two varieties daily. There is always a vegetarian option.
- * Packed lunches - please provide a reasonable amount of food
- * We always encourage the children to eat their sandwiches first.
- * Crisps take the young infants a long time to eat, a few in a bag might suffice.
- * Please keep sweet foods to a minimum. **No sweets or fizzy drinks** are permitted.
- * We encourage children to take home what they have not eaten. This is so that you can see what they have left.
- * Dinner times are always well supervised and we do everything in our power to persuade the children to eat as much as possible.
- * Water is always available and is preferable.
- * Tuesdays and Wednesdays is Tuck Shop day. Fresh fruit is available for the children to purchase at 20p per piece.

I hope these points will clarify some matters for you. If you have any further queries please do not hesitate to contact me.

Head teacher

Safeguarding Children

The school is committed to safeguarding and promoting the welfare of all our children and expects all staff and volunteers to share this commitment.

School Complaints

Whilst it is hoped that any concerns can be dealt with successfully and discretely, please be informed that the school has a Complaints Procedure, which you may call upon should you feel it necessary.

A summary of how the school will deal with a complaint is detailed below. The Complaints co-ordinator is the Head teacher but should the complaint concern the Head teacher it should then be directed to the Chair of Governors.

Your concerns will always be taken seriously and confidentiality is assured.

Stage 1

The complaint will be heard by the relevant staff member.

If this is difficult then the complaint may be directed to the Complaints Co-ordinator, the Head teacher.

Complaints can be made in person, by telephone, or in writing. A complaint form is available from the office.

Stage 2

If you are dissatisfied with the way your complaint has been handled, then the Head teacher will become involved and she will:

- Acknowledge receipt of the complaint within 2 working days.
- Write to you with the outcome of her investigation within 5 working days.

Stage 3

If in the event that the issue is not resolved a Governing Body Complaints Panel meeting will be arranged to be held within 10-15 working days.

You will be invited to the meeting by letter.

The panel will issue a letter confirming their decision within 3 working days.