

Stanford School



Head Teacher Mrs L Hackfath LLB (Hons) PGCE
Cooper Lane, Laceby, Grimsby
North East Lincolnshire DN37 7AX
Phone: 01472 318003 Fax: 01472 318009
e-mail: office@stanfordschool.co.uk
website: www.stanfordschool.org



Dear Parents/Carers,

On behalf of the children, staff and governors we wish you a very warm welcome.

At Stanford Junior and Infant School we believe our role is to ensure that all of our children achieve the best they possibly can in an environment that stimulates a love of learning. We support our children to succeed academically, socially, personally and physically. We are extremely proud of our broad and balanced curriculum, with which the children are fully engaged.

The school environment is wonderful and we all ensure our school is a calm and safe place where children feel they are able to ask for support and advice.

Within our village school we continually work to keep developing a team of teachers, non-teaching and support staff that support each child in reaching their potential. Visitors comment on our supportive and friendly team and the positive atmosphere within our school.

We hope you will gain a sense of the value that we place in each child and our relentless aim to ensure high standards in all areas. Please feel free to contact the school if you would like any further information. We are always happy to help and look forward to working in partnership in the forthcoming years.

Yours sincerely

Mrs Leona Hackfath
Head Teacher

Contents	Page
School Vision, Beliefs and Values	3
Stanford Trust and Heritage	4
Staff and Governors	5-6
School Organisation	7
Communication/Attendance/Medical/Photo's	8-9
Curriculum/Behaviour/PupilVoice/ School Uniform	10-11
How to Help your Child	12-13
Dsen Procedures	14
Health Care Plans/ Transition/ PTFA	15
Road Safety/Lunches/Money/ Home School Agreement	16-17
Rights and Responsibilities	18
Medication Policy	19
PTFA/Volunteer Form	20
Complaint Procedures	21
Child Protection	22

Stanford Junior and Infant School

School Vision, Beliefs and Values

Our Purpose is:

To educate everyone effectively in a happy, safe, caring and stimulating environment, so that they develop a thirst for knowledge enabling them to reach their full potential.

We believe:

- *that everyone has the right to a good education*
- *that everyone deserves praise and recognition for all their efforts*
- *that everyone can be successful in their own right*
- *that everyone should have the opportunity to achieve personal success*
- *that everyone should be valued and have a sense of belonging*
- *that everyone is unique and has their own special gifts*
- *that everyone has a right to speak and be listened to*
- *that the environment should be stimulating and engaging*
- *in an exciting and engaging curriculum*
- *in high standards and expectations*

We value:

- *being part of a team*
- *community and heritage*
- *respect*
- *our rights and responsibilities*
- *a sense of humour and fun*
- *the opinions, values and beliefs of others*
- *honesty and trust*
- *loyalty*
- *encouragement*
- *motivation and resilience*
- *positivity*
- *communication*
- *effort and achievement*
- *kindness and empathy*
- *creativity*

Stanford Junior and Infant Locality and Heritage

Laceby is a large village about one and a half miles from the western boundary of Grimsby. The village retains its rural character whilst enjoying the facilities which the nearby town and the resort of Cleethorpes offer.

The school is built on a pleasant, open site on Cooper Lane. The whole of the school is now housed in the modern main building which has been updated and extended over the past few years.

THE STANFORDS

The school was formerly a charity school but is now controlled and maintained by North East Lincolnshire Council. It retains the name "Stanford" in its title in recognition of the Stanford Trust, which founded the school in 1730.

Phillip and Sarah Stanford's three children died in infancy so they left land and money to start a school in Laceby. It is thought they both died before the first school was built in 1730.

The Stanford Trust is still active, providing additional educational facilities at this school and at the nearby Stanford Centre for residents of the village. The school also participates in the Stanford Day Service, which is held at the village church of St. Margaret's each year on Ascension Day.

Stanford School Song

Living together, learning together, growing together,
We'll make our school a little world
That will show the big world how it ought to be.
Whether I write a story, puzzle with numbers and lines,
Sing, paint, sew or run a race,
Our world can't be full of winners but still I can do my best.
If I try I'll make my school a better place.
Living together, learning together, growing together,
We'll make our school a little world
That will show the big world how it ought to be.
Each one of us is important; each has a part to play,
So many things I can do if I only try.
I'll be cheerful and understanding, even when things go wrong.
Together we'll build our world as the days go by.

Stanford Junior and Infant Staff List

Headteacher	Mrs Leona Hackfath	
Deputy Headteacher	Mr Tom Hawkins	
Key Stage 1 Lead	Miss Tracey Whiting	
Key Stage 2 Lead	Mrs Clair Smith	
Inclusion Manager	Mrs Emma Hill	
Seedlings Classteacher	Miss Katie Wilson	F5
Sunflower Classteacher	Mrs Sara Brady	Yr1
Pumpkin Classteacher	Miss Anne Perrin	Yr2
Poppy Classteacher	Miss Tracey Whiting	Yr2/3
Juniper Classteacher	Mrs Emma Hill	Yr 3/4
Star Anise Classteacher	Mrs Tracy Amos	Yr 4
Mustard Classteacher	Mrs Suzanne Groves	Yr 5
Barley Classteacher	Mrs Clair Smith	Yr 6
Teaching Assistants	<p>Mrs Anne Allen Mrs Julie Christie Mrs Janet Cooke Miss Sadie Cullen Miss Sue Darrell Mrs Alex Graham Mrs Tanya Kelly Mr Bryan Leach Miss Beth Graygoose Mrs Wendy Smith Mrs Jemma Lawson Mrs Amy Hulme</p>	
Nursery Nurse	Mrs Angela Groves	
Learning Mentor	Mrs Marina Cawley	
Office Staff	<p>Miss Dawn King Mrs Lesley Toyne Miss Bev Daulton</p>	
Site Team	<p>Mrs Julie Drury Mrs Carol Garland Mr Paul Hodson Ms Mandy Watkinson Mrs Sonia Chapman</p>	
Lunchtime Staff	<p>Miss Angie Birkett Mrs Tracey Anderson Mrs Vicky Douglass Mrs Lucy Whittington Mrs Carol Garland Miss Sue Darrell Mrs Amy Hulme Mrs Julie Christie Mrs Mel Jenkinson Mr Bryan Leach Mrs Diane Scarborough Mrs Janice Hinds Mrs Tracey Gould Mrs Alex Graham Mrs Jemma Lawson Mrs Rachel Petyt Miss Sadie Cullen</p>	

Stanford Junior and Infant School Governors

Our School governors meet regularly to discuss a variety of school issues. Other smaller committee meetings are also held which later report back to the full governing body. School governors have legal duties, powers and responsibilities, which they carry out together as they cannot act individually. The governing body is made up of parents, teachers at the school, local council representatives and community representatives.

Chair of Governors

Mrs J. Childs

Foundation (Stanford Trust) Representatives

Mrs V. Brumfield

Mrs S. Wink

Cllr. D. Hasthorpe

Parent Representatives

Mrs J. Childs

Mrs H. Smith (Vice-Chair)

Co-opted Representative

Mrs N. Ashton

Mrs M. Robson

Mrs J. Spittlehouse

LA Representative

Mrs J. Hatton

Associate Governors

Mr I. Wilkinson

Staff Governors

Mrs L Hackfath

Mrs S. Groves

Clerk to the Governing Body – Mrs Sandra Reffell

The Head of Education Service, North East Lincs.

Stanford Junior and Infant School Organisation.

Foundation & Year 1 Classes

Children are admitted into the Foundation Stage in the September following their fourth birthday. Sometimes the classes have Foundation Stage and Year 1 children in them. When this happens the Year 1 children act as mentors to the new children, showing them how the classroom routines work, the kind of learning behaviour that is expected and helping them find their way around the school. This class has a Nursery Nurse and a Teaching Assistant as well as a teacher.

There are a number of Transition Activities to ensure that the first day at school for our new starters goes well. Most children stay for school dinners from their first day. However if you feel your child would benefit from going home for lunch in the early weeks please let us know.

Stanford Junior and Infant School Overview

There are approximately 240 children on roll. In September there will be eight classes, three of which are organised as a mixed age class. The school operates an equal opportunities policy. The children are taught at a level and pace suited to their needs and potential.

Specialist help and advice is sought for those children identified as having special needs. Special Needs pupils are supported both within their classroom and, sometimes, withdrawn to work in smaller groups, according to their identified needs (see DSEN Procedures).

Stanford Junior and Infant School Day.

The school day begins at 8.55 a.m. and finishes at 3.15 p.m. Children should not arrive before 8.45 a.m. as there is no supervision until that time, unless they are taking part in a pre-school club. The lunch break is from 12 noon until 1.00 p.m. School Dinners are provided by Cygnet and are ordered online through them. There is a before and after school child care facility on site known as Stanford Kidz Klub. Their telephone number is 079074 58748. In addition, the school has an established Breakfast Club on Monday, Wednesday and Friday mornings before school, based in the school hall. The cost is £1.50 for each session and this consists of a healthy breakfast and a fun PE activity. Doors open for the Breakfast Club at 8.10am. Please contact the school office for further details and there is also an article all about it in the Grimsby Telegraph (05.06.15.)



Stanford Junior and Infant Communication

There is a regular newsletter giving information about school life and activities and staff ensure the school website is up to date, including relevant information, updates on curriculum and key letters to parents. The school web address is :- stanfordschool.org.uk

The Parents, Teachers and Friends Association (P.T.F.A.), organise a variety of events throughout the year to which all parents and friends are invited. The PTFA committee is led by Mrs. McCarthy, who can be contacted through the school office.

Teachers have Mentor Sessions with parents and pupils once each term, to discuss children's progress and there is a full written report at the end of each school year.

Teachers are happy to discuss concerns or children's progress informally with parents. We have an open door policy first thing in the morning, when the doors open at 8.50am.

Attendance

Parents and the school need to work closely together to ensure the safety and progress of the children.

The framework that the school uses to try to achieve this is as follows:

1) Please telephone the school by 9.15 a.m. when children are absent due to illness.

This helps us to: -

- a) be sure that everyone who should have arrived at school has done so.
- b) give the child who is absent from school the correct mark.
- c) calculate the number of children needing meals at lunchtime correctly.

2) Please send in a note when children have medical or dental appointments telling us what time your child will be collected from school and also remember please to bring the appointment card to the office, as it is now a requirement from the Welfare Officers that we see proof of the appointment. Children are not allowed to leave school unaccompanied on these occasions.

3) The school and the governors wish every child to make the most of the educational opportunities which are offered to them at Stanford School. For this reason we have a policy of regular attendance at the school.

- 4) If you need to request Leave of Absence please write a letter to the Headteacher who will only grant leave in 'exceptional circumstances.' Please see Attendance and Behaviour Policy for further details.
- 5) It is vital that we have a telephone number where we can contact at least one parent during the school day, in the case of a child having an accident or being taken ill.

Two other emergency contact numbers are necessary to help to cover unforeseen circumstances and to ensure that your child would not have to stay in school if they were ill or distressed.

If any of the contact numbers change during the course of a school year please let us know immediately.

Photographs of Pupil Achievements

We regularly take photographs of the children during their work and activities in school. These are then kept in portfolios of subject work or photograph albums. We also put children's work on our school website.

From time to time we celebrate the children's achievements by putting articles and photographs in the local newspapers. Occasionally we also allow television companies to film activities and interview the children about their work. Please complete the attached form giving your permission.



Medication

For the safety of the children and the staff the school only gives doctor prescribed medicine during the school day.

If it is necessary for your child to have medicine at school please complete the school form and hand the medicine in to the school office. A copy of the medication policy and the form requesting the school to give prescribed medication are included in this booklet. Mrs Wilkinson and Mrs Wright are the School Nurses.

School Curriculum

We are very proud of our curriculum at Stanford; we ensure the curriculum is vibrant, broad, balanced and fun!

Some subjects are delivered in subject lessons, while others are linked to form topics and themes. Many topics involve work outside the classroom and educational visits are made to places associated with the work.

Parents will be asked to make a donation to the cost of the visit. If this would cause financial difficulties for a family, parents should see the Head Teacher in confidence.

Religious Education is provided in accordance with the 1988 Education Act and in line with the North East Lincolnshire Agreed Syllabus. There is a daily act of Collective Worship from which parents have the right to withdraw their child if it conflicts with their religious beliefs.



Sex Education

This subject is part of our Health Education programme and is dealt with in accordance with current Government and Local Education Authority guidelines.

Where parents have strong views about these lessons they may withdraw their child. In this case they should contact the Head Teacher.

Behaviour Management

We are very proud of the standard of behavior in our school. We have a structured Behaviour Policy (Please see a copy on the website.) Pupils benefit from a range of positive behavior management strategies including texts home, stickers, certificates and being 'Star of the Day!'

Pupil Voice

Pupil Voice is an important part of life at Stanford School. We value the views and contributions of all our pupils. Each pupil has a voice. The Head Boy and Head Girl are voted for in September each year and help organise weekly meetings with the team. Recent pupil led initiatives include 'Tick Tock Tuck Shop' and Outdoor Learning.

Stanford Junior and Infant School Uniform

Please name the items clearly with a permanent marker. Biro does tend to wash off.

General

Skirt /
Trousers - black

Cardigan /
Sweatshirt - blue

Polo shirt - white

Girls' socks - white

Tights - black

Summer

Dress - blue & white check or stripe

Tailored shorts - blue or black

Footwear

NB sports shorts or beach shorts are not allowed.

Black shoes are preferable.

Children should not wear training shoes.

Fashion shoes with high heels are not permitted.

School sweatshirts/cardigans are available from Uniform Direct in Grimsby

P.E. Kit.

Plimsolls/Trainers (outdoors).

Plain white T. Shirt – round necked, without buttons.

Black shorts.

Fleece (outdoor).

Long hair must always be tied back in school. Earrings must be removed.

For Health and Safety reasons children with pierced ears may only wear **ONE, SMALL, PLAIN, SMOOTH, GOLD / SILVER, ROUND STUD** in each earlobe, similar to the picture below. Studs with claws or stones will not be accepted. Children should not wear studs in their noses, tongues or lips etc. A plain, and appropriately sized, proper wrist watch may be worn. No other jewellery is allowed.



Helping to Prepare Your Child for School

Perhaps the most important thing is to make your child as independent as possible.

Your child will feel more confident if she/he can do many of the day-to-day tasks for themselves.

Help them to learn to:

- ❖ take their own coat on and off.
- ❖ hang it up on a peg.
- ❖ change their own shoes.
- ❖ get dressed and undressed.
- ❖ make a neat pile of their clothes.
- ❖ go to the toilet independently – remembering to flush the toilet and wash their hands afterwards.

Help them to get along with others by:

- ❖ playing with others.
- ❖ playing quietly and gently.
- ❖ sharing toys with others.
- ❖ waiting their turn.

Encourage a love of books and reading by:

- ❖ letting your child see you read.
- ❖ join the library together.
- ❖ look at books with your child – sit somewhere quiet and comfortable and share a story.
- ❖ talk about the pictures in the book.
- ❖ talk about the characters.
- ❖ talk about what happens.
- ❖ stop at points in the story and 'guess' what might happen next.
- ❖ make up stories of your own.

Encourage an interest in the world around them by:

- ❖ talking about everything you see and do.
- ❖ the things on the supermarket shelves.
- ❖ the weather.
- ❖ your walk in the park.

- ❖ the flowers, trees, birds, animals, people etc.
- ❖ the games you play or see others playing.
- ❖ cooking and baking.
- ❖ shopping in our local areas.
- ❖ riding on the bus or in the car.
- ❖ the street you live in.
- ❖ where you go on holiday - etc.

Encourage their creativity by providing:

- ❖ pencils
- ❖ crayons
- ❖ paint
- ❖ scissors
- ❖ modelling materials
- ❖ sand
- ❖ dressing up clothes or hats

Children do not need to be taught anything formal before coming to school, but:

If they enjoy trying to 'write' encourage them to:

- ❖ hold a pencil correctly.
- ❖ 'scribble' (this is the first stage of writing and is very important).
- ❖ draw and paint.

If your child seems ready for more than this encourage them to:

- ❖ write sounds - always call letters by their sounds rather than their name.
- ❖ write lower case - small letters (please do not use capitals).
- ❖ you could encourage them to use our joined up handwriting style if they would like to try, but don't pressurise them.
- ❖ count objects - not learn numbers by heart.

Talk about coming to school in a very positive way, so that your child will look upon it as an interesting adventure and something positive.

[Message from Miss Wilson and the Foundation Stage Team](#)

As your child will soon be starting school, probably you are wondering how you can prepare her/him for it. Here are some suggestions that we hope will make those first weeks easier for her/him.

Perhaps the most important thing is to make your child as independent as possible. She/he will feel more confident if she/he can take her/his own coat on and off, and

change her/his own shoes etc. Make sure that she/he can use good manners at the dining table including using a knife and fork.

Children do not need to be taught anything formal before coming to school, but they should be encouraged to hold a pencil correctly and have plenty of opportunity to "scribble", draw and paint etc. If your child seems ready for more than this and you start to teach her/him some letters, please do not use capitals, and call them by their sounds rather than their name. The names of letters add an unnecessary complication at this stage.

If your child learns to count, please make sure they count objects, and that it is not just a matter of learning numbers by heart. To have a wide, general understanding of quantities is far more valuable than learning to do sums too soon.

It is extremely helpful if all your child's clothes are clearly marked with her/his name, and please see that she/he always comes to school with a handkerchief or tissue.

As soon as possible encourage your child to come in from the Foundation Area gate on her/his own. If she/he is tearful a "quick getaway" is always best. Children rarely cry for long when Mum/Dad are out of sight. On these occasions the parent usually suffers more than their child! Of course there are occasions when the problem is more deep-rooted and then it is best to discuss the matter with the teacher and work out a plan between you.

As your child starts to learn to read she/he will probably bring home pieces of paper with words or sounds to learn. Encourage her/him to write them as well as say them, and write them again for her/him to read, varying the order. If your child does not get a reading book as quickly as some others, do not worry about this. There is no competition over this, and being late to "get started" is not necessarily an indication of later reading problems.

[Stanford School Handwriting Style](#)

Please ask at the school office for a copy of the school's handwriting style, if you do not have a copy and would like one.

[Stanford Junior and Infant DSEN Procedure](#)

Mrs Hill is our school's Inclusion Manager. Please see the DSEN Policy on the school website.

When a class teacher identifies that a child is working below expectations they will talk to the school's Inclusion Manager, Team Lead and Senior Leadership team about how to create a suitable way of helping the child to make progress. If necessary, an individual plan will be put in place.

- ❖ The class teacher remains responsible for working with the child on a daily basis
- ❖ Parents will be invited in to school to discuss the plan with the teacher and give their views.
- ❖ The pupil's achievements will be monitored regularly and there will be a complete review of the plan twice during the school year.

Full Assessment of Need

If a child still does not make progress the Inclusion Manager will discuss with parents the possibility of taking all the information collected to a Dsen Panel to ask for a full review of the child's needs and an assessment of whether a Health and Care Plan is required.

Health and Care Plan

Children can be given a Health and Care Plan for a variety of reasons. Some have specific learning difficulties, some have physical or medical needs.

Sometimes a small amount of funding is provided for special equipment or some additional adult support for the child.

The plan is reviewed twice during the year and there is an annual review with parents and all outside agencies involved are invited.

Transfer to Secondary School.

Children usually transfer from this school to Healing Academy a specialist Science Academy, at eleven plus.

More details about this transfer and an application form for a secondary school place will be sent to parents early in the Autumn Term of Year 6.

Stanford Junior and Infant PTFA

This association was set up to: -

- a) foster good relations between the school and home,
- b) promote social and cultural activities amongst the membership and raise funds.
- c) help provide equipment for the school.

As a parent you are invited to take an active part in the Association. The PTFA leader is Mrs T. McCarthy. They are always looking for new volunteers and would be pleased to

hear from anyone who is willing to help. If you complete the slip at the end of the brochure and hand it in to the school we will pass it on to them.

The school has benefited enormously from the work of the Association.

Road Safety

Please make an early start to training your child in the Green Cross Code. We at school will, from time to time, have Road Safety lessons to reinforce home training. Please try to acquire something fluorescent for your child to wear or carry on winter days.

School Lunches

Cygnets Catering provide high quality lunches. These are ordered online at www.cygnetsmealselector.co.uk. You can place your order at any time up until the cut off time of midnight on Sunday – 7 days before the full week in which the meal is to be served. Pupils can also bring packed lunches. We encourage healthy lunches linked to 2014 government guidance.



Bringing Money to School

Please ensure trip money etc is brought into school in a named, sealed envelope.

Stanford Junior and Infant School

Home School Contract

The school's agreement

The school will :

- ❖ treat your child fairly, care for her / him and help her / him feel settled and happy.
- ❖ ensure that she / he is well taught and achieves her / his best in all aspects of school life.
- ❖ help her / him develop a sense of responsibility and consideration towards others.
- ❖ keep you informed about general school matters and your child's progress.
- ❖ offer you opportunities to become involved in the life of the school.

Signed *Mrs. L.J. Hackfath* (Head Teacher)

Signed *Mrs. J. Childs* (Chair of Governors)

Stanford Junior and Infant School

The Parent's / Carer's agreement

I / we will :

- ❖ see that our child comes to school regularly, on time and with the equipment and clothing she / he needs.
- ❖ let the school know about any problems which might affect her / his work or behaviour.
- ❖ support her / him with reading and other home learning activities.
- ❖ encourage her / him to take part in after / out of school activities which interest her / him.
- ❖ attend parents evenings and discussions about her / his progress.
- ❖ support school policies and rules and the behavioural expectations.

Signatures _____

The pupil's agreement

I will :

- ❖ come to school each day on time.
- ❖ bring the things I need every day and look after them properly.
- ❖ wear my school uniform and be tidy.
- ❖ work hard and do all my classwork and homework as well as I can.
- ❖ behave well and be polite and helpful to others.
- ❖ look after my school and help to keep it tidy, safe and a pleasant place to be.

Signature _____

Stanford Junior and Infant School

Rights and Reponsibilities

These were written by the children.

Our Rights

We all have the right.....

To learn.

To be safe.

To be an individual.

To be respected and listened to.

To have fun.

Our Responsibilities

We have a responsibility.....

To listen to others.

To keep ourselves and others safe.

To respect property and others' belongings

To keep our hands and our feet to ourselves

To treat others how you would expect to be treated.

To be honest and tell the truth.

Stanford Junior and Infant Medication Policy

- 1) Only medicine prescribed by a doctor will be given during the school day.
- 2) Parents need to complete the school's form showing written permission before medicine can be given.
- 3) The medicine must be sent in the original container showing:
 - ❖ the doctor who prescribed it.
 - ❖ the dose to be given.
 - ❖ the expiry date.
- 4) Medicine should be organised so that it is not necessary for the school to give more than one dose in a day.
- 5) Inhalers for asthmatic children will be stored in the classroom to prevent any chance of our youngest children finding and misusing them.
- 6) Inhalers will be readily available for children who need to use them to relieve acute attacks. Parents need to state clearly on the form whether the inhaler being provided is a treatment inhaler or a reliever and whether there are limits on its use and if so what these are.
- 7) When medication is given it will be recorded in the book provided and initialled by the person responsible for its administration.

PLEASE NOTE the school does not have a fridge for the storage of medicine.

Medical Conditions Not Covered By The Above

If pupils in the school were known to be epileptic and a fit occurred parents would be notified immediately. If there appeared to be any complications e.g. rapidly rising temperature, and we were unable to contact parents, a Paramedic Ambulance would be called.

We work closely with the parents of children who have diabetes to ensure that appropriate snacks are given at the right times and that emergency provisions are available if required. Diabetic children who are feeling unwell are accompanied to the office where the agreed treatment is put into effect. Parents are always notified when this occurs and asked whether they wish to come in and take a blood sugar reading. If we had continued concerns about a child and were unable to contact a parent a Paramedic Ambulance would be called.

Stanford Junior and Infant School

Helper / PTFA Contact Slip

We are always looking for volunteers to help us with a variety of activities and tasks.

If you are able / willing to help us we would be delighted if you would fill in this slip and let us know how you would like to help. You can tick as many things as you like!

I would like to help with:

hearing readers _____ computer lessons _____ display _____

making learning resources _____ art _____ sewing _____ cookery _____

accompanying outings _____ other (please write in) _____

I would like to help the PTFA with:

organising events _____ helping to run events _____

specific activities when asked _____

Child's name _____ Class _____

Parent/Carer signature _____

Contact no. _____

Please send this form to the school office. Thank you.

Stanford Junior and Infant School

Guidance for Making an Enquiry or Complaint

- ❖ This guidance aims to help Parents, Teachers and the Head Teacher deal with your initial enquiry or complaint in a professional manner, while trying to resolve it suitably. Some issues can be dealt with quickly, others may take some time. It is important for everyone to remain calm and polite at all times.
- ❖ If you have an enquiry or a complaint, then your first step is to go to the School Office and tell them what it is that needs attention. They will try to help you resolve the issue.
- ❖ Complaints against the conduct of people who work in the school or policies operated by the school are subject to a formal procedure, operated either by the Governing Body or North East Lincolnshire Council. Your complaint **must** be made in writing to the School Office. The person in the office will ensure that your complaint is brought to the attention of the Head Teacher as soon as possible. This will involve finding a convenient time for you to meet the Head teacher to explain your complaint. She will then investigate and attempt to resolve the complaint.

The person making the enquiry or complaint must:

- ❖ Remain calm at all times.
- ❖ State clearly the matter that needs attention.
- ❖ Allow time for the person dealing with the matter to try and resolve it.
- ❖ Where it has not been possible to resolve the matter, accept that these things happen and allow further time for the matter to be dealt with.

The person dealing with the enquiry or complaint must:

- ❖ Remain calm at all times; take the issue seriously and make sure they understand the issue.
- ❖ Make a note of the details, including names of those involved and the problem to be addressed.
- ❖ Initiate a review of the circumstances and try to resolve the issue or find someone who may be able to do so.
- ❖ State what will be done next if the matter cannot be resolved straight away.
- ❖ Refer the matter to the Head teacher as soon as practicable.

The Head Teacher will:

- ❖ Ensure that any unresolved enquiries or complaints are acknowledged.
- ❖ Ensure that appropriate steps are made to resolve the issue.
- ❖ Where it is not possible to find a resolution, pass to the Governing Body or NELC as appropriate. Copies of the complaints policy and procedure are available on request.

Child Protection

Under the law it is the unquestionable duty of the school to take action if there is ever any suspicion that a child has been neglected or abused in any way. The action we would take would follow the procedures outlined by the North East Lincolnshire Child Protection Committee.

It is important that both staff and parents understand that it is our legal obligation to report directly to Social Services any suspicions or concerns we have about the welfare of any child. It is then left to Social Services to decide what further action, if any, is to be taken.

Finally, although care has been taken to make this prospectus as accurate and informative as possible, information contained in it may be varied from time to time, and it does not constitute a contract between the school and the parent.