



Shottermill Junior School

INFORMATION FOR PARENTS

2018/2019

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Our Staff Team for September 2018

Headteacher

Mrs K Barnes

Acting Deputy Headteacher

Mrs J Davies

Inclusion Leader (SENCo)

Mrs J Davies

Year 3

Mrs P Goodyear

Miss H Wickham

Mrs L Fisher

Year 4

Mrs J Hall

Miss A Thompson

Year 5

Mrs A Holdsworth

Mr S Birmingham

Year 6

Mrs C Ridgers

Miss L Kanaan

French Teacher

Mrs R Claydon

Intervention Teachers

Mrs L Mathieson

Mrs J Zabell

Music Teacher

Mrs K Cheney

Part-time Teacher

Mrs N Cooper

Catering Team

Mrs M Tunnel

Ms V Okwokwo

PE Teacher

Mrs L Butchart

Classroom Assistants

Mrs R Powell

Mrs K Wilson

Mrs K Dobke

Mrs J Toth

Miss N Carey

Mrs K Hockham

Mrs L Hooker

Higher Level Teaching Assistants

Mrs G Taylor

Mr L Windsor

Home School Link Worker

Mrs V Noble

Office / Premises Team

Mrs E Crabb

Mrs V Gibson

Mrs L Gallagher

Mr F Fosberry

School Business & Development Manager

School Secretary / PA to HT / Clerk to Governors

School Secretary / Resources Manager

Caretaker

The School Day

Morning All Year Groups 8.50am - 12.15pm

The school gates are open from **8.35am** and children are encouraged to arrive early in order to make a prompt start to the school day. These gates are locked at **8:55am** so late arrivals must report to the School Office. Please note that if your child is late for school – they must be **signed in** by the parent.

Children walk around the side of the Art Studio and make their way in through the doors at the rear of the building. Children are greeted by members of staff, who supervise the children coming into school. Cloakrooms are located outside the classrooms and they should hang their belongings up on these pegs. Lunchboxes are stored on trolleys in the hall.

Afternoon All Year Groups 1.15pm - 3.10pm

Break Break times vary according to year group timetables.

The time spent teaching during a normal school week is 23.5 hrs.

School Terms and Holiday Dates 2018-2019

	Begins	Ends	Half Term
Autumn Term	4 th Sept	19 th Dec	22 nd Oct - 26 th Oct
Spring Term	3 rd Jan	5 th April	18 th Feb – 22 nd Feb
Summer Term	23 rd April	24 th July	27 th May – 31 st May

Monday 6th May is a Bank Holiday.

We have **INSET days** planned for the following dates, where children do not come to school. Further dates will be confirmed next year.

4th September 2018 (*Shottermill Infant School also have INSET on this day*)

5th September 2018

5th April 2019

<p>THE FIRST DAY OF THE AUTUMN TERM 2018 FOR PUPILS TO ATTEND SCHOOL IS ON <u>THURSDAY 6th SEPTEMBER 2018</u></p>

Uniform

We believe a uniform looks smart, wears well and contributes to a feeling of belonging to our school. It is also designed to be simple, practical and economical. Please ensure that your child has the correct clothing as listed below and you **clearly label all items** so these can be returned to your child, if lost.

Girls

Grey plain skirt, grey pinafore or grey plain school trousers
White school blouse or white polo shirt
Green school cardigan with school badge (available via Brigade uniform suppliers)
White socks (above the ankle) or grey opaque tights
Green or yellow checked or striped dress for summer
Sensible black school shoes

Boys

Plain long grey school trousers
Short grey school trousers for summer if preferred
White school shirt or white polo shirt
Green school sweatshirt with school badge (available via Brigade uniform suppliers)
Grey or black socks
Sensible black school shoes

PE

Yellow school t-shirt with school badge (for PE only)
Black shorts
Trainers
Black or grey jogging trousers (optional in winter)
Swimming costume, swimming hat & towel (summer term)

Accessories

We would like children to bring to school one, **small** rucksack or bag, containing all of the items needed for the school day, such as homework or pencil case.

Your child should also have a small drawstring bag for PE & games kit, which **must be clearly named** on the outside.

Useful Equipment

We encourage children to bring to school some basic equipment in a **small** pencil case, however all of these items will be provided for your child if they do not have them.

Here are a few suggestions: *pencil, sharpener, rubber, ruler, colouring pencils, glue stick, whiteboard pen and a non-bendy ruler.*

Your child will be provided with a **black** school writing pen, suitable for developing good handwriting and publishing work. However children are welcome to bring their own into school, providing they have black ink – no fountain pens please!

Jewellery and Valuables in School

Children are permitted to wear one set of stud earrings and a watch to school. They must be able to remove jewellery themselves for PE lessons and should be able to take full responsibility for keeping items safe. If you decide to get your child's ears pierced, please have this carried out at the **beginning of the summer holidays**, so they can take part in lessons from September. Plasters on ears are not allowed during PE lessons.

Items such as mobile phones or electronic toys should not be brought into school.

Payments

In accordance with our Charging & Remissions Policy, we may ask you to pay for some activities provided in school. In almost all instances, we will ask you to make payments for trips, special activities and school meals via **Scopay** which is our online payment system. Please be aware that if insufficient contributions are received, the activity may not be able to go ahead.

From time to time, your child may bring money in to school, such as to pay for PTFA events or fundraising activities. In these instances, please ensure money is in a **clearly named envelope**. Your child should hand this to their Class Teacher at the start of the morning.

Lost Property

We would like to remind you to name all possessions and clothing that is brought into school. Our lost property box is located on the bottom playground. Please check this regularly for unnamed items.

Clubs

Various clubs are organised during the lunch break and after school for children to enjoy and participate in. Some clubs are provided by members of staff in school and some may be organised by external providers, for which there may be a charge.

They may include French, Choir, Gardening, Computing and various sports clubs, to name but a few. After school clubs usually run from **3:10pm – 4:15pm** unless there are special timings which we, or the club provider, will let you know about.

At the end of each term, you will receive a clubs letter showing the clubs on offer for the following term, as well as the dates that the clubs will commence and finish. In most cases, clubs do not run during the week of Parent Consultation Evenings.

Please complete one form to request your child's place at the clubs of their choice and return this to the Class Teacher / School Office (you may need to complete separate forms for externally run clubs – providing payment directly to them). A slip is sent out confirming your child's place at the club(s) chosen at the start of each term.

We expect children to be committed to attending their clubs each week but if your child is unable to attend, please inform the School Office to ensure all children are accounted for.

Extended Curricular Activities (ECAs)

One of the highlights of the week for all children is our ECAs held every week on a Friday afternoon. This provides an opportunity for children to interact with others across different year groups and make new friends; as well as trying an activity that they would not usually get to experience.

Activities include: Survival in the Wild, Cookery, Circuit Training, Origami - to name but a few and these activities are dependent on the adults leading the sessions. The children (in discussion with a parent) should indicate on their ECA form their first, second and third preference of activity and we endeavor to provide them with something that they have indicated they would like to do. We also keep records to ensure that children get a turn to do some of our most popular activities, where numbers are limited.

House Teams

The children belong to a House Team when they join Shottermill. Our four houses are **Air, Earth, Fire** and **Water**. The children are awarded housepoints for all sorts of achievements including good behaviour, sports and academic successes.

This system is highly motivating to the children at our school and ends each term with certificates awarded for the most housepoints collected across the school - as well as the the **Housepoint Cup** which is awarded to the winning House Team.

Core Values

Here at Shottermill, we have collectively established a set of **Core Values** that help define how we work and which are upheld by all within our school.

Together with our Governors, Parent Forum and School Council, we have also reviewed our Vision and Mission Statement, as shown overleaf.

We appreciate your support in working together to uphold these expectations at Shottermill Juniors and the Home School Agreement that is included in your child's admission pack.

Our Vision

We have a love of learning;
We encourage creativity and curiosity;
We strive for excellence.

Our Mission is to

- Put children's needs at the centre of everything we do;
- Ensure children feel safe and secure through a culture of respect and trust;
- Value all contributions, celebrate diversity and individual talents;
- Provide the highest quality learning experiences;
- Enable children to feel confident in extending the boundaries of their learning;
- Enable children to become motivated, responsible citizens who are well prepared for life in modern Britain;
- Provide an environment where staff can feel fulfilled and rewarded in what they do;
- Be a fully contributing member of our local community.

Our Core Values

We have a shared **Respect** for one another and value diversity across our school community.

We develop kind, caring relationships built on a foundation of **Trust** and which ensure everyone feels safe.

We promote a **Love of Learning** where children can develop across all areas of the curriculum.

We model and use effective **Communication** to enable everyone to feel part of our school.

We foster **Creativity** to develop expression, approaches to solving problems and an appreciation for each other's work.

Excellence underpins everything we do; we will not accept anything less!

The Curriculum taught at Shottermill

There are two parts to the curriculum we teach the children at our school. The first part is the National Curriculum which we have to deliver to comply with DfE statutory requirements. The National Curriculum was recently re-written and all maintained schools began teaching this in September 2014.

In addition to the National Curriculum, Shottermill Junior School has identified key learning experiences as being part of the **Core Offer** provided for all children as they progress through each year group in our school.

The School Curriculum is underpinned by our newly established Core Values and is designed to meet the needs of our children in relation to their spiritual, moral, social, cultural and emotional development. We believe that learning at Shottermill is unique and our aim is to ensure that we develop the whole child, whilst maintaining the highest standards of achievement across all areas

Key information about the curriculum taught at our school is provided on our website for parents to download. In addition to this, parents and guardians will be welcomed along to a **Curriculum Information Session** at the beginning of the new academic year to provide additional information and for parents to find out how they can effectively support their child at home.

We regularly invite parents and guardians into school as part of our **Bright Futures Project** or to help with running a **club** or **ECA**. If you feel that you may be able to volunteer or provide some support to the school, even if just for an hour a week, please do get in touch with the School Office.

Swimming

During the summer term children have the opportunity to swim in our heated, outdoor school pool, which has recently been refurbished. There is a voluntary fee for swimming lessons to cover the costs of running and heating the pool and this is slightly reduced for families with more than one sibling. The pool is less than 1 metre deep. Lessons are taught in small groups by their Class Teacher. A full risk assessment is available from the School Office.

Please note that if your child forgets their swimming kit, we will not make phone calls home to request that you bring this in. We recommend that your child has their kit in school every day, as sometimes the swimming timetable is subject to change.

Music

Lessons are available from the peripatetic music teachers of the Surrey Youth Music and Performing Arts Service. The School Office has details of how to apply for lessons. We are very proud of our school choirs **Harmony in Red** and **Just Us Boys**, who in the past have attended various community events. Members of the choir are permitted to wear the school music tie (which should only be worn with a pointed collared white shirt) and should be prepared to attend concerts outside of school hours.

Homework

Homework is designed to complement and reinforce the learning children undertake in class. It is helpful for developing study skills as well as children's independence. Parents or guardians are encouraged to support children at home with tasks, although it is important to tell the teacher if the homework was too challenging in any way. Most importantly, we believe that homework should be a positive experience.

We operate a **homework grid** of cross-curricular activities, where there are a range of tasks for children to choose from over the course of the term. The tasks link in with the topics that children will be covering in class and are designed to help develop skills of creativity, problem solving and finding different ways to express ideas. Most importantly, we feel this approach to setting homework is meaningful and helps us to see what children are really capable of.

Usually, the homework tasks set can be completed in any order and there is an element of flexibility if children would like to spend more than one week on a particular activity. We ask parents to communicate via the homework book if this is the case.

Tasks set will be appropriate to the age of the child. If your child is unsure of how to complete their homework, please encourage them to speak to their teacher before it is due to be handed in. Each week, the **homework diary** will be uploaded to the school website by the Class Teacher but paper copies are always made available. If your child does not have access to a computer at home, we will provide access to computers in school during lunchtimes.

Weekly Maths homework tasks are set through **Mathletics**, which is an online website that helps us to tailor tasks to individual children and allows them to practise and refine their mathematical understanding as well as their mental arithmetic skills. Your child will be provided with log in details in order to access their homework activities and a jottings book for their working out. Please ensure that this homework is completed by your child only, as teachers will set tasks that match their ability.

Spellings are set on a weekly basis and children may choose their own method to learn these - such as writing them out in colour or building them in Lego bricks! There are no limits to the ways in which children can approach this and from time to time, teachers will test children on the words set, to check they are making progress in this area. We will also provide you with copies of the National Curriculum list of spellings that children have to learn in each year group.

Even though many children will have developed their reading at infant school, it is important to realise the importance of continuing to read widely, developing higher order vocabulary, fluency, expression and comprehension of the text. Please do ensure you continue to regularly hear your child read at home and note this in their **Reading Record**.

More information on the setting of homework will be provided in the Curriculum Information Session in September. Please also remember to look at the year group area of the website for all of the key resources in assisting your child with their weekly homework.

Religious Education and Relationships Sex Education

Parents have the right to withdraw their child from Religious Education and all, or part of, our Relationship and Sex Education classes. It is important that you contact the Headteacher in writing in advance, as alternative arrangements will have to be made for your child. Please make an appointment to discuss any concerns that you may have over these issues and, if unsure, our key policies are available on our school website.

Parental Help

There are many ways in which parents can help the school. We have many adults who volunteer to listen to children read, accompany school trips, provide transport, help in the library and classrooms or with ECAs.

Please let us know if you are interested in volunteering, even if for just an hour a week. We will also cover the cost for the statutory DBS clearance before you begin.

Medication

If a child requires any form of medication whilst at school, it is essential that parents or guardians complete one of our **medication forms**, to provide us with **written instructions** on how the medicine should be administered. Antibiotics will only be administered if the required dose is four times a day, as medication needed three times a day could be accommodated outside of school hours.

Medicine should be signed in and out of the school office, by the parent or guardian, in its original container and clearly labeled with the child's name, type of medicine and dosage instructions.

If your child is asthmatic, we must have details of any medication required. If an inhaler is needed at school we feel that the safest system is for the child to have a named one with them at **all** times with a named spare, which is kept in the School Office.

Please keep us informed of any changes in your child's medical condition and please always ensure the school has medicine that is in date and has not expired. All medication must be collected by the parent or guardian at the end of the summer term.

The School Office provides the initial point of contact for minor first aid. If your child is unwell or has an accident during the day, we may need to get in touch with you.

<p>Please ensure that the School Office always has the most up to date emergency contact details for your child.</p>

Attendance and Absence

It is also important that your child attends school regularly and is punctual every day. We ask children to arrive in school as soon after the gate has opened at **8:35am** as possible and all children must be in school by **8:50am**. Persistent lateness is detrimental to your child's progress and disrupts the start of the day for the class.

If your child is late, he or she must report to the School Office on arrival with the accompanying parent or guardian, who must sign the child in to ensure their safety.

If your child is unable to attend school, please contact the school before 9.10am. If no message is received this will be considered as an '**unauthorised absence**' and the total of such absences have to be published by law. You will be contacted if we do not receive an explanation for why your child was absent. Please help the school to reduce unauthorised absences this year.

Requests for Holidays in Term Time

The Education (Pupil Registration)(England)(Amendment) Regulations 2013, which became law on 1st September 2013, state that Headteachers may not grant any leave of absence during term time unless there are exceptional circumstances. The Headteacher is required to determine the number of school days a child can be away from school if leave is granted.

Following the judgement of the Isle of Wight - v - Platt case, Surrey County Council, in consultation with their legal team, have reverted to issuing **penalty notices**.

Where a child is taken out of school for 5 days or more and the 'leave of absence' is without the authority of the Headteacher, **each parent** is liable to receive a **penalty notice** for **each child** who is absent. In these circumstances, a warning will not be given where it can be shown that parents had previously been warned that such absences would not be authorised and that they will be liable to receive a penalty notice if the leave of absence is taken. **The cost of a penalty notice is £60 per parent per child (rising to £120 if not paid within 28 days) i.e. a family of 2 adults and 2 children could be fined £240 (or £480 if not paid within 28 days).**

Please can we also remind parents that a request for leave of absence (using our shared absence form with Shottermill Infants School) should be made before taking a child out of school so that we can be sure of their safety. Should your child be unwell, please inform the School Office as soon as possible in the morning by email, telephone or through the website 'report an absence' form.

Education Welfare Officer

The school rigorously monitors pupil attendance and prides itself on maintaining high levels of attendance across all year groups. Persistent lateness and absenteeism will trigger involvement from our Education Welfare Officer and you will be invited to a meeting to discuss this.

The **Education Welfare Officer**, Charlotte Hedger can be contacted through the Local Education Office in Guildford on 01483 517835, if you have any problems at home relating to your child's attendance in school. The school may also contact the EWO if we are concerned about your child's attendance.

To encourage your child to come to school every day, we have a successful reward system that recognises those pupils whose attendance is 100% throughout the year.

School Meals and Packed Lunches

Children may either bring a packed lunch to school, or can opt for a school cooked meal, which is provided daily. There are at least two cooked meal options each day, which they will choose with you at home using our **online Scopay system**. Teachers will be aware of what meal your child has ordered and will provide your child with a corresponding wrist band to wear, which is passed over at lunchtime in return for their cooked meal.

School cooked lunches **must be paid for in advance** using **Scopay**, our online system and you will be unable to order a meal unless there are sufficient funds in your Scopay account. The cost of a school lunch is **£2.30** for 2018/2019.

Our dining hall is a bright, open space and we have modern seating arrangements that encourage children to be sociable and interact positively with one another. The children who have packed lunches sit at the same tables as the children who have school dinners and there is a rotation to ensure children have plenty of time to play outside.

The Birthday Table is very exciting for the children at Shottermill! Your child can bring in a **nut free birthday cake** to share with their 7 chosen friends, to help them celebrate their birthday. A form is available to collect in the dining hall to make a birthday table request – which should be handed to your child's teacher. Please send any birthday cakes to the School Office for safe keeping until lunchtime.

Our school lunch provider: Surrey Commercial Services, adhere to strict food preparation requirements, as well as the latest statutory requirements for managing food allergies or intolerances in school. If your child has a special dietary requirement, please make the School Office aware so they can inform our Chef who will ensure that your child receives the correct meal for them.

Free school meals

As your child moves to junior school the benefit of free school meals for all children no longer applies. Your child may qualify for free school meals if you fulfil certain income criteria. Please contact the School Office for more information about applying for free school meals and please be assured that this matter will be dealt with in the strictest of confidence. The school receives **substantial additional funding** for resources and staffing for those pupils who are eligible for free school meals, so even if you do not want the school lunch, please inform us of your eligibility so we may claim this additional funding.

Nut free Policy

Like many educational settings, Shottermill Junior School has a number of children with allergies and medical needs. Nut allergy is a potentially life threatening allergy. As it can prove very difficult to avoid both food and products that contain either nuts or nut derivatives (oils), we feel it would be wrong to say this is a nut free school as this could give children a false sense of security. However, to minimise this risk, we ask that children do not bring any nuts, or food containing nut products, into school.

Cake Sales

Each term we encourage children and parents to participate in hosting year group cake sales as an extra fundraising initiative. Money raised through the year group cake sales is used to fund special class activities and resources. We welcome donations of cakes (nut free please) or help with running these stalls after school on the playground.

Mid-Morning Snack and Water

Unfortunately, the free fruit for schools, which is provided for children whilst they are at Infant School, does not extend to Junior Schools. However, we do allow a mid-morning snack and children are able to bring in either a piece of fruit (which they can eat quickly) or another suitable healthy snack. As an Eco-School, we do try to encourage children to bring a compostable fruit snack as this helps reduce non-recyclable waste.

Children must also bring to school a non-spill, named water bottle. They are encouraged to take this home daily, so that it can be properly washed.

School Milk

Through our 'Cool Milk' supplier, we offer all children the opportunity to have a small bottle of semi-skimmed milk, which is given out at break time each day. There is a charge for this service, except if your child is in receipt of free school meals. We will send out information regarding school milk in the autumn term.

Transport

Please do not drive into the staff car park at the beginning and the end of the school day or to collect your child from an after school club. There is insufficient space to park safely and congestion in the car park prevents the access of emergency vehicles. In addition to this, there is the added hazard of pedestrians walking to and from the school building.

Parking along roads nearby is extremely limited so, wherever possible, we request that our families walk to school – which is a far healthier and environmentally friendly option. If you do need to park your car nearby, we request that parents and guardians respect our neighbours and do not block entrances or prevent access to properties. Most importantly,

the small area of land directly outside our main school gates is **private property** - belonging to the residents living adjacent to the school. Please do not park in this area.

It is the parent or guardian's responsibility to ensure the safe drop-off or collection of their child at the beginning and end of the school day. Staff are on duty in the morning and Class Teachers escort the children to the bottom playground at the end of the school day.

Security

For security reasons, all visitors must report to the School Office when entering the school building. **Please do not walk onto the upper playground or go directly to classrooms without reporting to the School Office first.**

We encourage you to try to arrange medical and dental appointments outside of the school day, however if you need to take your child out during school hours, **parents must sign their child in/out** at the designated register in the School Office. Please do not drop your child off at the end of the road / path and expect them to make their own way in to school.

Emergency Closures

On rare occasions, the school may need to close in an emergency. If this is the case we will display key information on our website, email or text parents and put a message on our answerphone. We also use our new twitter feed **@ShottermillJrs** to inform parents and provide frequent updates.

The local radio station will be informed and will broadcast the closure. Alternatively information will be available from the Local Education Office website at www.surreycc.gov.uk/education under Information>Emergency Closures. If there is no announcement on the radio or on the school answer phone / website / twitter, then parents can assume that the school is open

Parent Teacher and Friends Association (PTFA)

All parents are automatically members of the association. The Annual Meeting is held in September when a committee is elected. During the year, a number of fund-raising and social events are organised and thanks to the hard work and efforts from this year's team, we now have a constitution and are a registered charity.

You can help with supervising, planning or organising events and even if you can only spare an hour or two, your help will be very much appreciated. We welcome new members and new ideas really help to keep the excitement going! Please watch the website or Facebook page for key dates of meetings, which everyone is invited to attend.

School Website

The school website is kept up to date with all the latest information for parents. If you have any queries please log on to www.shottermill-jun.surrey.sch.uk in the first instance, where recent letters can be downloaded, as well as curriculum information and weekly homework tasks.

We also regularly post reports and pictures of the children's activities in school which we hope you will find useful and informative.

Parents' Forum

The school currently holds **Parents' Forum** meetings termly. The agenda items are put forward by any parents via our parents' forum email account parentsforum@shottermill-jun.surrey.sch.uk. Agenda items go directly to committee members, who may wish to contact you to clarify the topic for discussion.

For issues that affect only your own child - please contact your child's class teacher directly, as our Parents' Forum is designed to be strategic, where we discuss whole school policy and ideas that will improve outcomes for all children.

Copies of the Parents' Forum minutes are emailed to all families and uploaded to our school website.

Governors

Our Governors are listed below and are group of volunteers focused on improving the educational offer for children at Shottermill and are representative of different viewpoints and stakeholders within the school and wider community.

If you wish to contact Governors directly, please do so by forwarding an email to the Chair of Governors: chair@shottermill-jun.surrey.sch.uk

Chair of Governors	Mr Brian Moulds
Vice Chair of Governors	Mr Simon Newland
Parent Governor	Ms Rachel Vallender
Parent Governor	Mr Paul Turner
Co-opted Governor	Mr James Hanson
Co-opted Governor	Mr Andy Surridge
Co-opted Governor	Rev Clare Shepherd
Co-opted Governor	Mr David Rose
Co-opted Governor	<i>Vacancy</i>
HT Governor	Mrs Kate Barnes
Staff Governor	Mrs Pippa Goodyear
Staff Governor	Mrs Julie Hall

Our Twitter Feed



@ShottermillJrs is our official Twitter feed and is also linked directly to our school website. It provides a great platform for communicating messages to our families as well as to the wider community. We hope you enjoy seeing some of the photos and fun activities that we get up to at Shottermill.

Twitter is also an extremely useful method of communicating when children are away from school on educational visits and can provide a helpful indication of estimated time of arrival for parent pick-up, when children are returning after school hours.

Other Communication Procedures

If you would like to pass on a message to the school or Class Teacher, the best way to do this is to email the **School Office** directly. In addition, you can speak with the member of staff on duty in the morning at the gate, or speak directly with the School Office which is open between **8:30am** and **4:00pm**. We also have a **parent post box** located directly next to the front door which is checked each morning for correspondence left out of school office hours.

If you would like the opportunity to speak with the Class Teacher, you can make an appointment through the School Office. We endeavour to respond to enquiries promptly and the Class Teacher will make contact as soon as possible to discuss your concern. Please note, that it is school policy that Class Teachers do not use email to respond to parent enquiries directly.

We request that you follow our clear procedure on the next page if you have a concern, starting in the first instance with the Class Teacher, who will usually have the best knowledge of the issue concerned.

Shottermill Junior School

Lion Lane
Haslemere
Surrey
GU27 1JF

Tel: 01428 642096

Fax: 01428 644823

Email: office@shottermill-jun.surrey.sch.uk

Twitter: @ShottermillJrs

www.shottermill-jun.surrey.sch.uk

COMMUNICATION PRINCIPLES AND PROCEDURES

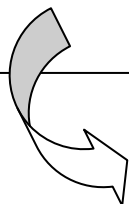
OUR AIM IS TO DEAL WITH ANY COMPLAINTS OR CONCERNS:

- * Openly
- * Fairly
- * Promptly
- * Without prejudice

STAGE 1

If you have a concern, please arrange an appointment to see your child's Class Teacher.

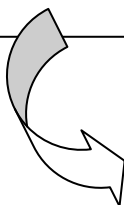
In most instances, issues surrounding learning, behaviour, attendance or well-being are easily solved by speaking with your child's Class Teacher, who will be able to listen and address your concerns with immediate effect.



STAGE 2

If after this meeting you feel that the issue has not been resolved, we would ask that you make an appointment to discuss this with the next most senior member of staff available, such as a member of the Senior Leadership Team or the Deputy Headteacher.

In most instances, your concern will be discussed together with your child's Class Teacher present also, to enable us to plan a way forward.



STAGE 3

If you believe that the issues have not been effectively addressed and you are still concerned about your child's learning, behaviour, attendance or well-being, you are welcome to request an appointment with the Headteacher.

If you feel your concern warrants a more senior or formal approach, you may make a formal complaint, in writing to the Chair of Governors to discuss the issue further.

OUR PROCEDURES FOR DEALING WITH ANY COMPLAINTS OR CONCERNS WILL:

- Be publicised on our school website
- Be simple to understand and follow
- Be focused on outcomes
- Have established time limits for actions
- Keep people informed at all stages
- Where necessary, respect people's desire for confidentiality, within our establishment
- Be carefully monitored and evaluated
- Provide information to the Senior Leadership Team so that the school's procedures can be improved
- Be overseen by The Governing Body

Our policy for dealing with complaints is available to view on our school website.