

# Welcome to



**Where every day is an adventure**

## *Information for Parents and Carers* **2018-2019**

West Bromwich Road

Walsall

WS5 4NN

Telephone: 01922 721066

Head teacher: Mrs Andrina Flinders



# Contents

<b>Welcome from the Head Teacher</b>	<b>2</b>
<b>Meet our Staff and Practitioners</b>	<b>3</b>
<b>Introduction to Fullbrook Nursery School</b>	<b>4-5</b>
<b>Starting Nursery or Little Explorers</b>	<b>6</b>
<b>Early Years Curriculum</b>	<b>6-8</b>
<b>Rhythm of the Day Nursery</b>	<b>9</b>
<b>Rhythm of the Day Little Explorers</b>	<b>10</b>
<b>How we manage behaviour</b>	<b>11</b>
<b>Preparing your child</b>	<b>11</b>
<b>Parents as Partners</b>	<b>12-14</b>
<b>Governors/Child Protection</b>	<b>15</b>
<b>Health &amp; Safety</b>	<b>16</b>
<b>Additional Information</b>	
<b>Copy of Complaints Policy and Procedure</b>	<b>17-19</b>
<b>School Term Dates</b>	<b>20</b>

# Welcome from the Head Teacher...

My name is Andrina Flinders and I have the privilege of being Head teacher of Fullbrook Nursey School. Firstly, thank you for choosing Fullbrook Nursery School, I am confident that your child is going to have an enjoyable, stimulating and inspiring start to their education. I am very proud of what we are able to offer each year to the children who attend our school.

I have huge passion for early years education and Fullbrook Nursery School helps support early years practitioners across Walsall and other local authorities. The first five years of a child's life is the most vital in their brain development; nurturing, stimulation and learning during these years has been shown to make a difference to child educational achievements in secondary school. Together we can have a huge impact on your child's future success as we begin by supporting them through the early years curriculum and in developing key characteristics such as persistence, resilience and curiosity.

Every day, I have the pleasure of seeing children learn through play, fun and laughter in an environment that offers endless creative, physical and imaginative challenge.

My door is always open, should you have any queries, concerns or questions.

Throughout the year, I would encourage you to take up the invitations to come into school and share in your child's learning journey, we will also send home activities to support their development. If you have any other questions after reading this information pack, please do not hesitate to ask.



## Meet the team...

Head Teacher & Special Needs Co-ordinator

**Andrina Flinders**

EYFS Lead Teacher

**Debbie Bradley**

Administrators

*Mrs S. Lewis    Mrs P. Rogers*

### **Nursery Practitioners**

**Mrs Catherine Andrews**

**Mrs Sheila Clarke**

**Miss Seema Hargun**

**Miss Suman Hargun**

**Miss Natalie Homer**

**Mrs Carole Horne**

**Mrs Michelle Rich**

**Mrs Pat Rogers**

**Mrs Shellaine Barber**

### **Little Explorers**

**Practitioners Sharon  
Fergusson (Manager)**

**Gurpreet Sokhey**

**Katie Powell**

**Charlotte Noble**

**Jane Bird**

**Christina Campbell**

**Helen Morsy**

**Chair of Governors**

*Mrs. G. Rathbone*

## **Introduction to Fullbrook Nursery School**

Fullbrook Nursery School has two settings on site, the *Nursery School* providing education for 3-4 year olds and *Little Explorers* for our 2-3 year olds. The settings share a common approach, ethos and vision to early education and both offer outstanding quality of care and support for our children and families.

We have received three consecutive '*Outstanding*' Ofsted grades over the past nine years. Our latest report, published in October 2016, is available from the school office or follow the link on our website.

"Friendly and helpful practitioners who care and work together cohesively to ensure that children of all ages make excellent gains in their learning and development."

"The safety of the children is paramount"

"Staff place a strong emphasis on working in partnership with parents to ensure that they become well rounded individuals"

Ofsted, October 2016

## **Our Vision Statement**

Fullbrook will continue to be a centre for early years excellence where...

- ❖ Children continue to achieve as they learn through play, fun and laughter,
- ❖ Nurtured by an ethos that supports inclusion, creativity and curiosity,
- ❖ Parent partnerships are strengthened as we work together to support their child's learning,
- ❖ Staff continue to learn, flourish and smile,

And where Fullbrook is rooted deeper in its community for the benefit of its own children and families as well as others across Walsall.

## Partnership Promises

### **At Fullbrook staff promise to;**

- Provide a safe, stimulating and caring environment where your child can follow their individual interests as they learn.
- Encourage children's curiosity, questioning, independence and problem solving, developing positive lifelong attitudes and skills to learning.
- Build children's self-esteem and confidence through nurture and praise.
- To support children in developing respect, resilience and awareness of their own and other cultures and religions.
- Establish strong partnerships with parents and carers to encourage participation in their child's learning and development.
- Adhere to policy and procedures such as Charging Policy, Child Protection Policy, Admissions policy and Equal Opportunities policy (all relevant policies are available either as a hard copy or on the school website).
- Work alongside Primary Schools and other settings to ensure that a child is able to transition smoothly and securely.
- Work in partnership with other agencies to ensure that families and children are supported and their individual needs are appropriately met.

### **As parents/carers we ask you to promise to:**

- Help to build a positive relationship with nursery for the benefit of your child's education,
- Read a book with your child every day,
- Keep us up to date with emergency contact details and changes to home address.
- Ensure your child attends school regularly and punctually,
- Avoid taking your child on holiday during school term time,
- Inform the school of the reason for non-attendance on the first day of absence,
- Attend workshops, meetings and consultations when invited,
- Support your child's play and learning at home using the resources we will provide you with throughout the year,
- Give permission for any referrals to other agencies or act on advice to seek support from other agencies such as the GP.
- Adhere to all policies and procedures such as Charging Policy, Medication Policy, Child Protection Policy, Admissions policy and Equal Opportunities policy (all relevant policies are available either as a hard copy from the school office or on the school website).
- Ensure that you park your vehicle safely, not on yellow lines and courteously of other parents and local residents.
- Seek reassurance or an explanation if you have any concerns and refrain from using social media as a platform to share concerns about other children, parents or school practices.

### **Together we will;**

- Encourage your child to be thoughtful, helpful and careful to others.
- Support your child's learning and confidence in a positive environment.
- Make your child's first experience of school positive and enjoyable
- Ensure that your child makes good progress through their early development across all areas of the curriculum.

***We look forward to working with you!***

## Starting Nursery or Little Explorers

Parents are invited into the setting each day, where you will be able to choose a book to take home and have brief conversation with your child's family group leader.

### Wrap Around Care

We offer *additional* child care, these are called 'wrap around care' places. This means that as well as sessions funded by the local authority, your child can also have extra hours each day, if a parent wishes. The cost of these additional sessions is dependent on the number and length of sessions booked. Please ask at the office for more details.

## Early Years Foundation Stage Curriculum

Play is a child's work. Children learn best when they are happy and fully engaged. At Fullbrook we follow the Early Years Foundation Stage Curriculum which is organised under 4 themes.

They are:

- ❖ A Unique Child
- ❖ Positive Relationships
- ❖ Enabling Environments
- ❖ Learning and Development



There are 7 areas of learning:

- Personal Social and Emotional development
- Communication and language
- Physical Development
- Mathematics
- Literacy
- Understanding the World
- Expressive Arts and Design

For more information, click on these links to the Early Years Foundation Stage Guidance and outcomes:

[www.foundationyears.org.uk/eyfs-statutory-framework/](http://www.foundationyears.org.uk/eyfs-statutory-framework/)  
[www.gov.uk./government/publications/early-years-outcomes](http://www.gov.uk./government/publications/early-years-outcomes)

The curriculum is based on children's individual needs and interests. Children are encouraged to make choices and adults support learning through intervening in children's self chosen activities at the appropriate time. There are also times during the session

when children come together with their Key Worker and other children in their family group. Staff document children's learning and development in Learning Journeys and these are shared during the year with both children and parents/carers. They carry out regular assessments on your child to enable them to deliver an appropriate curriculum. The main assessments will be on Communication and Language, Personal, Social and Emotional development and Physical development.

Some activities your child will be accessing:



Stories and Rhymes, Mark Making, Sand/Water, Imaginative Play, Creative, Dance Activities, Environmental Visits, Music, Outdoor Activities, Maths. Celebrations, Investigation, Discovery.

The children are encouraged to be independent, to make choices, to respect themselves and others and to care for the world around

them.

## Clothing and Uniform

*Please* dress your child in clothes which are easy for them to manage independently, jogging bottoms/leggings and shoes with Velcro are most suitable. Our uniform is not compulsory, but we do highly recommend it. We sell a school jumper and book bag, these can help protect clothes and also make your child feel part of Fullbrook.

During toilet training or if your child is prone to having accidents, please ensure that they have a change of clothing in a named bag on their peg. We do have spare changes of clothing at nursery, should your child need them in an emergency.

## Absence

If your child is absent, please inform the Nursery by phone, it is part of our Duty of Care to know where children are if they are unable to attend. We ask that parents to not book holidays during school term times. Any absence away from school will impact on their child's progress and development. If circumstances for an absence are unavoidable, we ask parents to complete a Notification of Absence Form, available from the school office, so that we are made aware of where the child will be when they do not attend their sessions.

## Sickness

It is part of our Duty of Care to know why a child has not attended their nursery session, so please phone nursery on the first day of sickness. Please leave a message stating the child's name, reason for absence and when you will expect them to return.

To prevent the spread of infection and outbreaks of sickness we follow health guidelines these are:

	Recommended period to be kept away from Nursery
Diarrhoea and Vomiting	48 Hours from last episode of diarrhoea and vomiting
Conjunctivitis	None
Hand, foot and mouth	None
Scarlet Fever	Child can return 24 hours after starting appropriate antibiotic treatment
Head lice	None (please see our head lice guidelines for treatment, pages 21-22)
Meningitis	Until recovered
Mumps	Five days after onset of swelling
Ringworm	None - but treatment recommended
Impetigo	Until lesions are crusted and healed
Scabies	Child can return after first treatment

Guidelines can be found on: [www.publichealth.hscni.net](http://www.publichealth.hscni.net)

Please call for further guidance if you are unsure

If you have paid for additional sessions please refer to terms and conditions regarding fees.

## Voluntary School Fund

We ask parents to make a voluntary contribution to school funds of £1 per week, payable half termly to support non-curriculum enrichment activities such as Christmas parties, snacks and nursery community projects.

## Collecting Children

During your home visit, you will be asked about who will be collecting your child on a regular basis. Once we have been introduced to these people your child will be released to them when they collect. If at any time these arrangements change, please notify nursery. If an unfamiliar adult or another child's parent needs to collect your child, please call nursery and we will issue you with a password for you to give to them. They will then be asked for this password when collecting. For safeguarding reasons this password will only work once.

# What happens at Nursery? Rhythm of the Day

Morning	The Daily Routine	Afternoon
8.45	<p style="text-align: center;"><u>Children Arrive</u></p> <p>Children arrive and register themselves. They select a book to share at home with parent/carer.</p>	12.30
9.00 - 10.15	<p style="text-align: center;"><u>Child Initiated Time</u></p> <p>Children explore their own interests and play is supported and extended by practitioners.</p>	12.30—1.45
10.15—10.30	<p style="text-align: center;"><u>Maths Chat (Family Group Time)</u></p> <p>Providing opportunities to experience a range of mathematical activities.</p>	1.45—2.00
10.30- 11.30	<p style="text-align: center;"><u>Child Initiated Time and an Invitation to Play and Explore</u></p> <p>Children are free to develop their own interests and learning styles supported by practitioners. One Invitation to play and explorer, planned by adults based on children's learning needs and interests.</p>	2.00 - 3.15
11.30 - 11.45	<p style="text-align: center;"><u>Talk Time (Language activities and stories)</u></p> <p>In family groups, children share stories, songs and rhymes. They also reflect on their Nursery Session.</p>	3.15 - 3.30

# What happens in Little Explorers? Rhythms of the Day

<b>Morning</b>		<b>Afternoon</b>
8.45	<u>Children Arrive</u> Children arrive and register themselves. Books of the week are given to parents to share at home.	12.30
9.00-9.45	<u>Child initiated Time</u> Children explore their own interests and play is supported and extended by practitioners. Focus child interactions and Invitations to Play are facilitated.	12.45-1.30
9.45-10.00	<u>Small Group (Adult Led)</u> Providing opportunities to experience a range of activities and learning opportunities across all areas of learning	1.45-2.00
10.00-10.45	<u>Child initiated Time</u> Children explore their own interests and play is supported and extended by practitioners. Focus child interactions and Invitations to Play are facilitated.	2.00- 2.45
11.15-11.30	<u>Story</u> The week's story, this is shared with parents to do at home and extended in story time with props.	3.00-3.15
11.30-11.45	<u>Wiggle</u> Is a music and movement session that focuses on the children's core physical skills and introduces songs and rhymes	3.15-3.30
11.45	<u>Home time</u>	3.30

This is a suggested rhythm and can and will change to respond to the children's needs.

## How we Manage Children's Behaviour

At Fullbrook we use positive behaviour strategies and are always looking for reasons to praise children for their efforts and actions. We will never shout at a child and will always support them to empathise and share with others. Below are some ways in which staff deal with inappropriate behaviour in nursery, try them at home:

- ☺ Praise specific actions or attitudes e.g. *"Thank you for picking all those bricks up", "You tried really hard to finish that jigsaw", "Those were really kind words you said"*.
- ☺ Acknowledge how they are feeling and voice their thoughts to show your understanding, *"I know your sad, but we have to share the cars and take turns". "I know you feel angry and you want to carry on playing, but it is now time to tidy up"*.
- ☺ Give them prior warning when activities need to change, i.e. *"It's nearly time to tidy up, one more minute"*.
- ☺ We very rarely need to use time out, if we do, a member of staff will talk to a child about their behaviour, including what they could do next time, for just a couple of minutes.

Please feel that you can talk to us at any time if you are struggling at home with your child's behaviour. If we have concerns, we promise to do the same and share them with you.

## Preparing for starting Nursery or Little Explorers

There are lots of ways you can prepare your child by:

- ❖ Talking about Nursery in a relaxed, positive way.
- ❖ Reading stories and sharing rhymes.
- ❖ Buying a Fullbrook jumper and book bag, so that they feel part of our setting.
- ❖ Encouraging your child to be independent when dressing and using the toilet.
- ❖ Encouraging your child to talk and listen to your instructions.
- ❖ Ensure your child has a regular routine and bedtime. Children of this age need around 10-12 hours sleep.
- ❖ Encourage your child to walk rather than be carried or seated in a pushchair. Their bones and muscles and coordination are developing and children need to strengthen these by walking and being physically active.

# Parents as Partners

We are always here to help and support our families. Our staff will offer a listening ear and signpost you to any support you may need. We will be working closely with other agencies such as Sure Start and Health Visitors to offer training, so please let us know if you want support or guidance on any matter.

During your child's induction you will be asked to sign a *Parent Partnership Promise* agreement this summarises the key promises we ask you to make and the commitment we make to you. It forms the basis on a partnership that will grow to support your child. We may refer to this agreement and the promises you have made, if we feel that our partnership working is impacting negatively on your child's development.

## Getting Involved in your child's learning

Throughout the year there will be lots of different ways you will be encouraged to become involved in supporting your child's learning.

### *Daily Opportunities*

Parents are welcomed into nursery at the start and end of every session, you have the opportunity to pass on any information to your child's Family Group Leader and hear about what they have been up to.

Each day, we encourage you to choose a book with your child and take it home to share, maybe at bedtime.

### *Week Home Learning Activities*

Across the year, we will provide a range of activities to do at home, covering all areas of the early year's curriculum. This will provide you with an opportunity to support their learning and measure the progress they make across the year.

### *Half Termly Workshops*

Each half term we provide tailor made parent workshops to help meet the learning needs we identify from the children's assessments. These workshops have the potential of making a huge difference to your child's development, therefore there is an expectation for a family member to attend. In previous years we have held workshops on Outdoor learning, Early Mathematics and Early Literacy.

Sometimes, we will invite only a few parents to a workshop, this is because we have organised a workshop to specially meet the needs of your child, for example Toilet Training Support, Makaton and Early Reading Readiness.

### *Termly Parent Consultations*

At the end of each term you will be invited to meet with your child's Family Group Leader to discuss your child's progress that term. They will be able to talk through your child's achievements, strengths and ideas to support them at home.

### ***Early Years Pupil Premium Projects***

On induction to nursery you will be asked to complete an Early Years Pupil Premium Application form, this allows the local authority to check your child's eligibility for additional funding. For those children who are eligible, nursery will receive £300. If your child receives this funding, you will be invited to a meeting to discuss how we are going to use this money and how we would like you to be involved. More information about Early Years Pupil Premium and the previous ways it has been used is available on the school website. Please ensure that you take the time to complete this form.

### ***Intervention Meetings***

Not all children develop in the same way or at the same pace. Some children may require extra support in order to make good progress during their nursery year. We have a range of interventions we use to support children, if we feel your child needs extra support we will invite you to a meeting to discuss our concerns.

### ***Children with Special Educational Needs***

Fullbrook is a very inclusive nursery school and we hope that our school community represents the diversity of our wider community. If you have concerns regarding any aspect of your child's development, please speak to their Family Group Leader. More information regarding how we identify and support children with Special Educational Needs is outlined in our SEN Information Report available from the school office or on our website.

## **Supporting British Values**

The Department for Education requires all schools and settings to educate children in line with core British values of;

- Democracy
- Rule of Law
- Individual Liberty
- Mutual respect for and tolerance of those with different faiths and beliefs.

For us at Fullbrook and with the age group of children we support, our British Values are threaded through;

- Policies and procedures such as Behaviour code, Equality Policy, Parent Promise Agreement, etc
- Staff model the values in their behaviour and support the children to do the same,
- Culturally diverse and inclusive resources we use,
- Working in partnership with parents and engaging them in their child's learning and development,
- Displays and celebrations of children's faiths, beliefs and values,
- Community links and projects to experience different faiths and beliefs.

**Below are some numbers you may find useful;**

**Useful Numbers:**

<b>Families Information Service</b>	<b>01922 653383</b>
<b>Welfare Rights Service</b>	<b>01922 627247</b>
<b>Walsall Council</b>	<b>01922 650000</b>
<b>Citizens Advice Bureau</b>	<b>01922 700600</b>
<b>Childrens Services</b>	<b>01922 658170</b>
<b>Benefit Enquiries</b>	<b>0845 6003115</b>
<b>Domestic Abuse</b>	<b>0800 389 5790</b>
<b>Family Planning</b>	<b>01922 775041</b>
<b>SureStart Palfrey</b>	<b>01922 642382</b>

## **Governors**

Our Governing Body is responsible for monitoring the quality of education Nursery and Little Explorers provides. The website contains lots of information regarding individual members and their responsibilities. They meet termly, if you are interested in becoming a parent representative or would like to know more about the role of the Governing Body, please do not hesitate to contact Mrs Flinders.

## **Child Protection and Safeguarding**

Our first priority is to your child's well-being and safety. There may be occasions when concerns about your child mean that we have to consult with you and also with outside agencies such as Speech Therapists, Health Visitors, SureStart, or Social Workers. We are required by law to follow the Walsall Area Child Protection Procedures should we at any time feel that a child might be at risk. Should you wish to know more about these procedures, please see Mrs Flinders. A copy of the Child Protection Policy is available on the school website. All staff and governors hold a current CRB. All of our policies are available for you to read at any time. Please ask if you would like to read them. The most relevant ones are available on the school website.

## **How can you help safeguard your child and others?**

As a parent we ask that you support our safeguarding procedures by;

- Refraining from using mobile phones or cameras on the school site,
- Inform us if your child comes to nursery with any marks (cuts, scratches, grazes etc),
- Close all school gates behind you,
- Report if you have any concerns regarding another child's welfare,
- Work with us to safeguard children against issues such as Domestic Violence, substance misuse (including alcohol) and neglect.

## **To safeguard your child and others staff will...**

Follow our Child Protection policy and safeguarding procedures so that they;

- Use only school cameras/Ipads to take photographs,
- All photographic devices and children's information will remain on the school site,
- Ask parents to explain any marks we notice (cuts, scratches, grazes etc) on entrance to nursery,
- Ask parents to sign the first aid register if their child has an accident at nursery, providing head bump advice if necessary.
- Discuss with parents if we have any concerns regarding another child's welfare and seek further advice when needed.
- Work with families safeguard children against issues such as Domestic Violence, substance misuse (including alcohol) and neglect.

## Health and Safety

Please read the following very carefully. We need to ensure that your child is safe at all times and your cooperation is greatly appreciated.

- ❖ Please ensure that you always close doors and gates behind you.
- ❖ If your child has a medical condition and/or has to take any medication on a regular basis please see Mrs Flinders. She will ask you to sign some relevant paper work and ensure that your child will be given the appropriate medication when needed.
- ❖ Please do not smoke on our premises.
- ❖ Please do not bring dogs onto our premises.
- ❖ You can leave pushchairs on the premises in the buggy store. Please do not bring them into either setting as they cause obstructions to fire exits.
- ❖ If your child has pierced ears, please only allow him/her to wear stud type earrings.
- ❖ Your child will inevitably have minor accidents at school. We will inform you if this happens and record it on an Accident Form. If your child has a bumped head we will inform you in writing so that you can keep a special eye on them. If your child has an accident, which requires urgent medical attention, we will call an ambulance first then contact you. Please sign the relevant paperwork on your visit to Fullbrook.
- ❖ Please check your child's hair frequently to ensure there are no unwanted little visitors. We do have problems with Head lice from time to time.

## Fullbrook Nursery and Little Explorers COMPLAINTS POLICY AND PROCEDURES

### Informal Complaints

Fullbrook Nursery School aims to deal quickly and effectively with any concerns about the service provided by the school. Where there is a concern about some aspect of the school's service a complaint should be taken in the first instance, to the adult concerned, where that adult is an employee of the school.

This concern should not be used for internal complaints for example, for issues covered by grievance and discipline procedures.

The majority of issues raised by parents/carers, pupils or the community are concerns rather than complaints. The school is committed to taking concerns seriously at the earliest stage in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. The prime aim of the school's policy is to resolve the complaint as fairly and speedily as possible.

The following details outline the stages that can be used to resolve complaints:  
This complaints policy has three main stages;

- Stage 1 - A concern is raised informally with staff member/Headteacher
- Stage 2 - Formal complaint is heard by Chair of Governors
- Stage 3 - Complaint is heard by Governing Body's Complaints Appeal panel

#### Stage 1 - Raising a concern

Concerns can be raised with the school at any time and will usually result in a speedy response which will resolve the concern. The school requests that the parents/carers make their first contact with the key worker, EYFS Lead Teacher or Head teacher. Sometimes the concerns raised will require investigation or discussion with others, in which case you will receive an initial response within a day or two and if required, a subsequent substantive response.

The vast majority of concerns will be satisfactorily dealt with in this way. However if you are not satisfied with the result at stage 1 and wish to make a formal complaint, please see Stage 2 of the complaints procedure for guidance.

#### Stage 2 - Formal Complaint

If you wish to make a formal complaint, please write to the Chair of Governors stating that you wish to make a formal complaint. Your letter should state details of the complaint and the outcome you are seeking. The Chair will acknowledge receipt of the complaint and will then investigate the complaint with the school.

The investigation will be undertaken by the Chair or a person appointed by the Chair and acting on the Chair's behalf. The nature of the investigation will vary according to the complaint but may involve;

- Establishing what has happened so far, and who has been involved;
- clarifying the nature of the complaint and what remains unresolved;
- meeting with the complainant or contact them (if unsure or if further information is necessary);
- clarifying what the complainant feels would put things right;
- interviewing those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conducting the investigation with an open mind and be prepared to persist in the questioning;
- keeping notes of the interview

The Chair will write to the complainant following the investigation and will outline his/her findings. The response to a complaint may include one of the following:

- An apology
- An explanation
- An admission that the situation could have been handled differently or better (this should not be construed as an admission of negligence).

If you remain dissatisfied, you will need to let the school know within 10 school working days of receiving the Chair's findings on the complaint. Your complaint will then be considered by a panel of Governors.

### **Stage 3 - Formal Complaint**

The final stage will involve a panel of School Governors. The Governors appeal hearing is the last school-based stage of the complaints process. The aim of the appeal panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. The hearing will normally take place within 10 working days of the receipt of the written request. The panel will consider the Chair's investigation and report and will also consider the representations of the complainant. All parties will be notified of the panel's decision in writing within three working days after the date of the hearing. The Governors appeal hearing is the last school-based stage of the complaints process. If you believe that the Governing Body has acted unreasonably or has failed to carry out its statutory duties you may take your complaint to the Secretary of State for Education. The Secretary of State must be satisfied that a decision is unreasonable in the sense that no reasonable authority acting with due regard to its statutory responsibilities, would have reached that decision.

A complaint under Stage 3 of this procedure should be made in writing to the Clerk of the Governing Body.

**The Terms of reference for the Complaints/Appeal Panel will be:**

- **To hear and determine the individual complaints or appeals**
- **To make recommendations on school policy as a result of school complaints**
- **To review the operation of the School's Complaints Procedure**

**The Panel can:**

- **Dismiss the complaint in whole or in part**
- **Uphold the complaint in whole or in part**
- **Decide on appropriate action to resolve the complaint**
- **Recommend any changes needed to the school systems to avoid a recurrence of the complaint**

**The Clerk of Governors will write to the complainant to report the outcome of the complaint.**

**Reviewed May 2017**

**By Andrina Flinders Head Teacher**

# **School Term Dates 2018/2019**

## **Autumn Term 2018**



**Term starts: Monday 3<sup>rd</sup> September 2018**

**Half Term: Monday 29th October 2018 to Friday 2<sup>nd</sup> November 2018**

**Term ends: Friday 21<sup>st</sup> December 2018**

**Christmas Holidays Monday 24<sup>th</sup> December 2018 to Friday 4th January 2019**

## **Spring Term 2019**



**Term starts: Monday 7th January 2019**

**Half Term: Monday 18th February 2019 to Friday 22nd February 2019**

**Term ends: Friday 12<sup>th</sup> April 2019**

**Easter Holiday Monday 15<sup>th</sup> April 2019 to Friday 26th April 2019**

## **Summer Term 2019**

**Term starts: Monday 29<sup>th</sup> April 2019**

**May Day: Monday 6th May 2019**

**Half Term: Monday 27th May 2019 to Friday 31<sup>st</sup> May 2019**

**Term ends: Monday 22<sup>nd</sup> July 2019**

