

Welcome

Funtington Primary School is a very special place.

At our school we provide a caring, supportive and inclusive environment, which sets high expectations and values all members within the school community. Our school motto is 'Moving Forward, Loving Learning'. We respect the needs and aspirations of all individuals and provide opportunities for all pupils to make the best possible progress and attain the highest personal achievements. We really do love learning!

The school is caring and friendly, an ethos that stems from the high calibre and commitment of staff and governors. We encourage all children to be enthusiastic and committed learners by developing their confidence through offering opportunities to work independently and collaboratively and stretching their capacity and true potential to learn.

This Parent Pack has been put together to support new and existing parents in getting to know our school. We hope that it answers any questions you may have about the day to day events. If you have any further questions then please do not hesitate to contact us at the school office: office@funtingtonprimaryschool.co.uk . Our website also has a great deal of information that will support you.

Sarah Titley

Headteacher



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1. Contacting the school

Telephone Number: **01243 575675**

Administrators: Mrs Julie White is in the office on Mondays – Fridays, 8.30am - 3.30pm

An answer machine is available for messages.

Please also contact the office via the school email: office@funtingtonprimaryschool.co.uk

For any appointments with the Head teacher, please contact the school office.

The school website can be found at: <https://www.funtington.org.uk/index.asp>

Information about the school, policies and newsletters can be found here.

The school is not able to give out addresses or phone numbers of families in the school. For children whose parents live apart, assuming that they still have parental responsibility, all correspondence from the school will be sent to these parents as long as we have up to date contact details.

Please report to the school office at all times when visiting or dropping off messages and belongings. This will assist us in ensuring that we know who is in school at all times and enable us to comply with our safeguarding procedures.

2. Staff

Head teacher Mrs Sarah Tittley

Secretary: Mrs Julie White

Bursar: Mrs Anna Winstanley

Senco: Mrs Emma Bowman

Hawthorn Class Year 5/6 teachers: Mr Oliver Starr

Rosehip Class Year 3/4 teachers: Mrs Stephanie Barnett and Mrs Kerry Hill

Elderflower Class Year 1/2 teacher: Mrs Lisa Cupid

Bramble Class Year Reception/Year 1 teachers: Mrs Victoria Oiller and Mrs Su Cork

Modern Foreign Language Teacher: Mrs Claire Stacey

Teaching assistants: Mrs Camilla Shergold, Mrs Sophie Owen and Mrs Joss Kingdom.

Cooks: Chartwells

Midday Assistants: Mrs Camilla Shergold, Mrs Sophie Owen, Mrs Joss Kingdom, Mrs Julie White, Mrs Anna Winstanley

Premises Officer: Mr Jim Sadler



3. Term times & important dates

Autumn Term

Thursday 2nd September – Friday 17th December 2021

(Half term 25th October – 29th October)

Spring Term

Tuesday 4th January – Friday 8th April 2022

(Half term 21st February – 25th February)

Summer Term

Monday 25th April – Friday 22nd July 2022

(Half term Monday 30th May – Wednesday 1st June)

Bank Holiday – Monday 2nd May 2022, Thursday 2nd June 2022, Friday 3rd June 2021

Inset days – 2nd September 2021, 3rd September 2021, 1st November 2021, 4th January 2022, 18th February 2022

Assessment weeks – Monday 6th – Friday 10th September 2021 for school years 1-6, SATs 9th May 2022

4. Communication

Please do let us know if there is anything you are concerned about, or if there is anything which might affect your child's learning or behaviour during the school day. You could mention this to your child's teacher; call at the school office or by telephone or email. The Head teacher is usually available at the beginning of the school day in the playground. In some circumstances it may be necessary to arrange a meeting with your child's teacher to allow plenty of time to discuss any issues thoroughly.

The weekly news and the school website contain updates about upcoming events, clubs and visits. It is also a good idea to keep a lookout for notices at the front of the school and near the school gate. The PTA Facebook page is another useful source of information about upcoming school events.

If you are unsure of something, please don't hesitate to ask!

5. Absence

Sickness

The school office should be notified on the first day of each absence before registration at 8.50am. You must keep your child at home for 48 hours after any sickness or diarrhea. You must also keep your child at home if they or anyone in their household is showing symptoms of Covid19 or has tested positive.

Lateness

If a child arrives after 8.50am please report to the school office.



Holidays

As from 1st September 2013, the Education (Pupil Registration) (England) (Amendment) Regulations 2013 amended Regulation 7 to prohibit the proprietor of a maintained school from granting leave of absence to a pupil, except where an advance application has been made by the parent with whom the pupil normally resides, and the proprietor considers that there are exceptional circumstances relating to the application.

Taking your child out of school during term time could be detrimental to your child's educational progress. A pupil who takes 10 days absence will only attain 94.7% attendance in the year. 10 days absence also means the pupil will miss 50 hours of education.

There is no entitlement to parents to take their child out of school during term time. However, you may apply to the school for leave of absence if you believe there are exceptional circumstances.

Please note occasional days for birthdays and treats cannot be authorised and cheaper prices cannot be considered to be a valid reason. No leave of absence will be granted during our assessment weeks or the first week of the Autumn term. Medical appointments, if at all possible should be made outside school hours.

6. Funtington School Vision

Confidence

We aim to be happy, to feel valued and to believe in ourselves. We cater for individual learning styles in order for everyone to become independent learners and achieve their full potential.

Community

We strive to create a sense of belonging to the school family, our local community and a wider world. We nurture mutual respect, build strong friendships and work together, whilst celebrating diversity.

Success

We inspire and encourage everyone to aim high in a life-long love of learning. We value individual strengths and promote a wide range of experiences in and outside of the classroom.

Learning

We work together with enthusiasm to engage in a creative, inspiring and purposeful curriculum. We develop enquiring minds and enterprising skills through the promotion of independent learning.

Caring

We aspire to create a caring school community. We promote emotional well-being encouraging everyone to be positive about themselves and others. We work together to respect our school and local environment and know how to keep ourselves and others safe.



The Staff, Governors, pupil and parents worked together to create a vision for the school. We continually work towards our vision becoming a reality and so ensure that our School Development Plan leads successfully towards this.

7. Code of Conduct

The school community has an agreed code of conduct for pupils. Please read more on the school's Whole Behaviour Policy on the website.

Funtington's Code of Conduct – Created by our children for our children:



To always do my best, help others do their best and to work as a team member.



To be kind, helpful and friendly to others. To look out for each other and treat others how we would like to be treated.



To respect other people's views and to take turns. To respect our school and belongings and to put things away. To be polite and use good manners.



To use equipment safely and not to hurt others with words or actions.



To keep trying hard with our learning and our friendships even when things get really hard. To challenge myself and those around me to do better.



To take responsibility for my own learning and behaviour. To know that my actions affect those around me. To find my own solutions to problems.



8. Collecting & Dropping off

A member of school staff is on duty from 8.45am. Children will not be supervised prior to this time and should not be on the premises. The school bell is rung at 8.50am when the class teachers come onto the playground to meet the children. The gates will be closed at 9am.

Whilst on the playground before and after school please treat the playground with respect. The school will not be held responsible for any injury or accident that occurs on the school field or playground through its use outside of normal school hours.

The school gate is opened at 3.10pm. Brambles and Elderflower pupils must be collected from their classrooms, where the Class Teacher, PE teacher or Teaching Assistant will hand over pupils to parents. Rosehip and Hawthorn pupils can be picked up outside the classroom. Hawthorn pupils may walk home or to Downs Road (back entrance of the school) if written consent is given to the Class Teacher by the parent.

If arrangements are changed and a pupil is to go home with a relative or another parent, the **parent of the child whose arrangements are changing** must inform the Class Teacher or school office. A pupil will not be sent home with anyone else without parental consent.

Pupils should leave the premises immediately after dismissal unless involved in an organized school activities or directly supervised by the parent /adult carer.

If a parent is unforeseeably held up a courtesy call to the school office (01243 575675) means we can explain to the pupil, so that they are not concerned and the pupil can wait to be picked up at the school office.

Any pupil who is not met at the end of the school day, must return to the school office immediately and inform a member of staff. They must wait at the school office until they are collected.

9. Class letters & Newsletters

At the beginning of each term the school sends home the Funtington News, which will outline the term / half term topics, activities and related homework grid. A weekly newsletter is also sent home, which is either sent by Parentmail or paper copy. This contains the dates for each term's activities as well as important information. These can also be found on our website.

10. Clubs

We are lucky to have many clubs running before and after school. Examples of these are: Choir, Gardening, Football, Goblin, Dance, Forest School, Karate, Cricket, and Archery. For safeguarding reasons children do need to be signed out from the club by the adult collecting them. More details about our range of clubs on offer can be viewed on our website.



11. Disability Equality Policy

Funtington Primary School is committed to ensuring equal treatment of all its children, employees and any others involved in the school community, with any form of disability and will ensure that people with disabilities are not treated less favourably in any procedures, practices and service delivery. The school aims to develop a culture of inclusion and diversity in which people with disabilities are able to participate fully in school life. There is more information on our website.

12. Emergencies & bad weather

Parents must ensure they fill in the Parentmail Data Capture Form and provide the school with two sets of current contact details (all mobile and work numbers etc) so that the school can get hold of someone in the unlikely event of an emergency. Please provide the alternative contact number for a person who can get to school quickly if needed, if you are unable to do so.

Bad weather

In the event of severe weather conditions and possible school closure, a notice will be placed on the school website. V2 Radio and West Sussex County Council will also publish the names of closed schools on their websites at www.v2radio.co.uk and www.westsussex.gov.uk Please take a look at the websites or listen to the radio stations if there is a likelihood of closure due to bad weather.

13. Funtington Primary School PTA

Funtington PTA organise a variety of fun and social events, such as summer and Christmas fetes, Bingo evenings and quiz nights throughout the year to raise money for the school. This money helps to pay for some off the vital extras for our children and school.

The PTA meets either in the school learning zone or in the evening. Dates and times are advertised on the Weekly newsletter. Anyone is welcome at these meetings and can join the committee to discuss ideas and plan upcoming fundraising for the school. It doesn't matter if parents can't make every meeting and it is always very informal! Funtington PTA would welcome new volunteers to help with fundraising. There is no minimum commitment so please consider joining us. Please contact **Harriet Cherriman** via the School Office. Each class has two PTA class representatives, who provide a link to parents and welcome new parents. Their names can be found on the Weekly News.

14. Governing Body

The governors are a body of volunteers set up to act as part of the overall system for school accountability and have a vital role to play in making sure every child gets the best possible education and thereby raise standards. They have a legal responsibility to govern the school with a view to promoting high standards of educational achievement.

Our governing body is currently made up of the following governors, supported by a clerk:

2 parent governors (elected by parents): Dr Sam Blacker, Mr Jeremy Smith



2 staff governors: Mrs Sarah Titley (Head teacher) and Mr Oliver Starr

5 Co-opted governors (appointed by the local authority), Mr Ray Knight, Mrs Alyzn Johnson (Vice Chair), Mr Michael Gauntlett (Chair), Mrs Sam Poynter

Clerk: Mrs Carol Vigor

Together with the Head teacher, the governors set the future direction for the school and decide how the school's budget should be spent. As a **Governing Body** they make decisions collectively on matters such as performance targets, school policies and the school's development plan. The governors provide the Head teacher with support and advice, drawing on their own knowledge and experience.

15. Home Learning

Children have **home learning** tasks on a weekly basis starting from Reception onwards. Please encourage your child to do these to the best of their ability and support them without doing it for them. It is a good opportunity to talk to your child about what they have been doing at school and what they enjoy.

We encourage all pupils to read at home. Each child can take reading scheme books home and can change them regularly. They can also take library books from the school library home.

Children who are self isolating will be provided with remote learning through Google Classroom or paper copies where necessary.

16. House system

The school has a **House System** to encourage the sense of community between the older and younger children and is used to reward good behaviour, effort and achievement. The House names and colours are:

Mario (Red)

Luigi (Blue)

Toad (White)

Yoshi (Green)

17. Induction for Reception pupils

This year due to the extended school closure we can't go ahead with our usual school induction which would consist of:-

a series of three afternoons in which you and your child can spend the afternoons in school sharing activities and getting to know the school staff and the environment. Important information is shared including how parents can work closely with the school. New parents also have the opportunity to look at the uniform, meet the PTA and to ask any questions that they might have about their child's first days at school. During the Summer term we visit your child in their nursery and at the beginning of September

we will arrange with you to visit your child at home. This is to ensure that your child has a smooth and confident transition into school life at Funtington.

18. Inset days

There are 5 Inset days per school year for teacher training when the school is closed to pupils. These days are linked to the *School Development Plan*. Parents will be informed of the Inset day dates at the start of the Autumn term so that alternative childcare arrangements can be made if necessary. The days are usually added to the school holidays where possible but have to be at a time that is pertinent to school development. The dates are also listed on the school website.

19. Parents in School

As the children move into their new year group, there is an informal time to meet your child's class teacher, who will outline their expectations and curriculum focus for that year. Formal consultations between parents and class teachers take place during the Autumn and Spring terms. Each child will be given a **written report** at the end of the school year. It will give a careful review of their academic performance and general development. It will also outline what is expected of them as they progress through the school. Informal meetings with class teachers may take place more frequently. All family members/carers are welcome at our Friday sharing assembly during which each class will share their learning that week.

20. Medicines in school

It is our school policy only to administer medicines that are prescribed by the doctor or paracetamol and antihistamine with prior consent. Asthmatics need two inhaler pumps in school. One asthma inhaler (clearly marked with the child's name and class) will be kept in a safe place in the classroom and the other one in the school medical room. We have cards available from the Asthma Society, which will ensure we have accurate and up to date information regarding your child's symptoms and appropriate treatment. The child should bring their pump with them to the swimming pool etc. A member of staff will keep a suitable container for these, while the child is actively engaged in PE etc. Epi pens for specific children can be held at school in case of emergencies. Lip balms and throat sweets are not allowed in school. Named sun cream can be self-administered before lunch during hot weather. Parents are welcome to read our policy on medicines in school which is on the website.

21. Music lessons

Tuition for a variety of musical instruments is available in school. Please see West Sussex' Music in Schools website at http://www.westsussex.gov.uk/learning/west_sussex_music_service.aspx or Sussex Academy of Music website is www.sussexmusic.com



22. Ofsted

Ofsted graded our school as **GOOD in March 2018**.

Please see link below or the school website.

<http://www.ofsted.gov.uk/inspection-reports/find-inspection-report/results/any/any/any/any/any/funtington%20Primary/any/any/any/any/0/0#search1>

23. Parent Helpers

The school actively encourages parents to come into the school to help out with such things as listening to reading, helping in the library, school trips etc. The school also welcomes parents wanting to share outside skills with pupils e.g. cooking, cultural talks, languages or professional skills. If you wish to help out at the school please talk to your child's class teacher in the first instance. It will be necessary for parents to undergo a DBS check organised by the school office.

24. Parentmail

Funtington Primary School is a healthy eco school and committed to reducing the amount of paper used. Parentmail is a preferred school to home communication service which allows the school to send messages and newsletters to parents by email. If you would like to use Parentmail, please contact the school office for a form.

25. Bronze Ambassadors

Bronze Ambassadors are Year 5 and Year 6 pupils who assist in the organisation of sporting events and activities during the school year.

26. Safeguarding

Funtington Primary School is committed to safeguarding from harm and promoting the welfare of children, young people and their families in line with government legislation. This includes the children of adults who use or provide our services. The school expects all staff, governors, volunteers, social workers, agency staff and trainees to share in this commitment, raising concerns when necessary.

We have a child protection policy and procedure in place. These can be viewed on our website or a hardcopy can be provided on request from the school office. Training is ongoing and updated as required.

Sometimes we work in partnership with other agencies where there are concerns about a child's welfare. These concerns will be discussed with the child's parents/carers first unless this would affect the child's safety. Our principles are supported by good procedures, health and safety, financial management, staff supervision and the curriculum.



27. School Meals

Hot meals – If you would like your child to have a hot school meal these can be booked on:

www.mealselector.co.uk

All children up to the end of Year 2 are entitled to receive these for free. Please contact the school office for more information.

Healthy lunchboxes – If your child is having a packed lunch please make it a healthy and nutritious meal and do not give crisps and treats every day. Please NO fizzy drinks or sweets and no HOT food because of the scalding risk.

Snacks – All snacks provided during the school day conform with healthy eating guidelines, or to specific eating and drinking guidelines for an individual where appropriate. The school is part of the *Free Fruit Scheme for KS1 children* so Bramble and Elderflower Classes have a piece of fruit provided for them each day. The school encourages all other pupils to bring a piece of fruit with them to eat at playtime.

Milk provision – all pupils can order milk from the Cool Milk website. Please register on www.coolmilk.com if you would like your child to have this.

Water provision – Pupils and staff have access to free, safe and clean drinking water. Staff are aware of individual pupils' hydration needs and ensure that these are met. Please send your child to school with a named bottle of water for them to drink from throughout the day. *Water only, please NO squash or juice.* Reusable water bottles can be purchased from the school office.

28. Special Educational Needs

Mrs Emma Bowman is our Special Educational Needs Coordinator. She works at Funtington one day a week. Should you have any concerns about your child's learning difficulties you should approach your child's class teacher in the first instance who will then arrange for you to meet Mrs Emma Bowman. Please see website for further information and our schools local offer explaining how we support children with SEND at Funtington.

29. Session times & information

For all children morning sessions begin at 8.50am and finish at 12.00pm for Bramble Class and Elderflower Class, and 12.30pm for Rosehip Class and Hawthorn Class. Four members of staff are on duty in the playground during breaks. Children are expected to be outside during breaks and lunch time, unless the weather is really unsuitable, and should be adequately clothed for this. Afternoon sessions are from 1pm - 3.15pm for Bramble and Elderflower Classes and 1.15pm – 3.20pm for Rosehip and Hawthorn classes.

The Funtington News that is distributed at the beginning of each term identifies areas for learning. Some subjects have flexible timetable according to the learning needs of the class. Generally there is a **Literacy and Mathematics** session each day. The school has a broad and balanced curriculum with a super start and a fabulous finish each term.



30. Sports

The school provides regular opportunities for children to develop their PE skills. As children progress through the school they practice these skills in team games. These take place during lessons as well as in a range of extra-curricular activities. The school joins other schools in the locality and participates in sporting tournaments, festivals and competitions. The House System provides the opportunity to take part in sporting activities and to represent the houses. There is an annual Sports day in the second half of the summer term and a variety of sports clubs. The children should wear their PE kit into school on the days they have PE.

31. Swimming

There is swimming instruction for Years 5 and 6. If your child is fit to attend school then they are fit to go swimming, unless a note is provided. Children who are unable to go swimming must still attend the lesson so that they are prepared for the following week.

Children need to bring swimming costumes and a towel, clearly marked with their name.

32. Residential Program

We build on the children's resilience during their time at Funtington. Whilst in Bramble Class they come back to school for a Hot Chocolate and Story one evening. In Elderflower Class there is a one night games and camping on the school field with families. Once the children reach Rosehip Class we visit Cobnor in Chichester Harbour where we spend two days and a night on their barge. Lastly, Hawthorn Class have a week's residential spending five days away in the Ashdown Forest joining in outdoor, adventurous activities.

33. Transport



Please remember to park sensibly on the roads surrounding the school. **There is no room for parental parking in the school.**

Remember please do not park on the yellow zig-zag lines outside the school drive or turn / reverse cars in the school drive or in residents' driveways on the roads surrounding the school. Parents/Carers are also allowed, at their own risk, to use the village hall car park at West Ashling at the beginning and end of the school day subject to priority for the users of the village hall. Parents/carers should be aware that the access from Heather Close to the Village Hall car park is not a public footpath and is not maintained, so extra care is needed.



Children walking to and from school unattended – the school understands that it is the parents' responsibility to ensure their child or children travel to and from school safely, however we feel it is our duty to recommend some guidelines:

We recommend that pupils who walk to and from school unattended should be within Hawthorn Class and parents need to fill in a permission slip for this.

They should not call for friends unless an adult is present.

These arrangements also include times when you would like your children to wait at the bottom of the drive for collection.

Cycling – the school recommends that children do not cycle to school until they have completed their Bikeability, unless they are accompanied by an adult. Pupils have this training in Year 6. If you decide to allow your child to cycle alone to and/or from school then please notify the school in writing, even if it is for the one occasion. The school has a bike shelter for those who wish to cycle.

34. Sharing afternoons & Open afternoon

The school holds Learning Journal Reviews at the end of each topic. There are displays of work in the class rooms and it gives the children the opportunity to share their work with parents. Open Afternoons are held in the autumn term for prospective parents to view the whole school environment.

35. Uniform

The school expects all children to wear school uniform and has chosen garments for their comfort, smartness and easy care. On PE days, children should wear school PE kit into school for the day.

Grey skirt/pinafore dress
Grey school trousers/ shorts
Grey/white socks
Grey tights
Royal blue jumper/sweatshirt/cardigan with
Funtington School emblem (optional)
White blouse/shirt or Polo shirt
Check blue/white summer dress
Black shoes (no open toe sandals or trainers)

PE:

School blue PE top
School Jumper
White/black PE shorts
Black Tracksuit for the colder weather
Plimsolls/Trainers
PE kit should be worn into school on PE days.

School bag

Reading book bags are provided in Bramble Class (This is much easier for KS1 to use and place in their school trays)



Uniform can be ordered on: www.yourschooluniform.com through the website

The PTA has a well-kept uniform rail at the front of the school where good quality used uniform can be taken at no cost by parents/carers for their children. Please ensure any donations are in very good condition and left at the school office to be picked up by the PTA.

All uniform should be clearly marked with your child's name. Long hair should be tied back at all times with hair bands. This will help to prevent head lice infestations and is also practical in PE. Black school shoes should also be worn throughout the year. No makeup, nail varnish or jewellery please (including earrings larger than a small stud).

36. Lost property

It is particularly important that children's clothing is labelled clearly. Please ensure these and other items of personal property are labelled with your child's name. Lost items are kept for a limited period. At the end of each half term cloakrooms and classrooms will be cleared of lost property.

37. Mobile Phones

Children must not carry mobile phones in school, any mobile phone that is bought in MUST be given into the school office at the beginning of the school day and collected at the end of the day. Mobile phones are not encouraged in school and are bought in at the owner's risk. They should only be brought into school when a child is walking home or to an agreed meeting point unaccompanied at the end of the day. Parents will be asked sign for their child to bring a phone in school and acknowledging that the school does not accept any responsibility for the phone.

38. Money matters

We would appreciate it if **all** money brought in to school could be in a labelled envelope with the child's / children's name/s and its purpose identified e.g. school trip; book fair; etc. as appropriate.

We often ask parents / carers for a voluntary contribution towards visitors and trips which are carefully planned to enhance learning across the curriculum. The school endeavours to keep costs as low as possible; please see Sarah Titley, the Head teacher, if contributing is an issue. Under Section 110 of the 1988 Education Act, no child should be excluded from these activities on the grounds that their parents / carers cannot or choose not to make a contribution. This however does mean that if insufficient money is received, the activity may have to be cancelled. You will find that when we ask for money on these occasions, it is termed as a voluntary contribution. Our school policy on charging for school visits can be viewed on our website.

39. Head lice

A letter/slip will be sent to all parents of the class involved. Please inform the school office but you don't need to keep your child at home.

40. Health and Safety matters

The school's Governing Body is responsible for carrying out regular Health and Safety Inspections. If you have any concerns relating to the safety of children, staff, parents / carers or visitors please report the matter to the Head teacher as soon as possible.

- Please be aware of the safety of children and adults while on school premises.
- All visitors must report to the office ("reception") to receive a visitor's badge and sign both in and out.
- All gates are open at the start and end of the day. The main entrance (facing Heather Close) must be used if you have school business after 8.50a.m. Anyone who needs to gain access to the building during the school day needs to go to the main door and use the intercom system.
- No dogs must be brought in to the school premises (with the exception of trained dogs to aid sight or hearing)
- No prams or buggies to be brought in to the school building unless given permission
- Mobile phones should not be used in school without the permission of the Head teacher
- Parents / carers must notify the school as to who is collecting the child at the end of the school day.
- No Smoking/Vaping Policy - Funtington Primary School has a strict no smoking policy; parents / carers, staff and visitors are not allowed to smoke or vape either inside or outside the building.
- Keeping our children and school staff safe is one of our priorities. To maintain the security of the school and to protect those who legitimately use it, it is important that all visitors are subject to some form of scrutiny. In order to achieve this, we ask for parental co-operation. Unless you NEED to be in the school building, you leave and collect your child / children at the outside classroom door.

41. Complaints Procedure

We want you to know that your concerns / complaints can be expressed in an open and honest way. We need to know when you are concerned. Any concerns you may have can usually be discussed informally with your child's teacher. If the concerns continue then an appointment can be made to meet with the Head teacher.

Where it is not possible to resolve a complaint by way of informal discussion, the complaint must be set out in writing to the Head teacher, outlining the precise nature of the problem. Should you continue to feel dissatisfied, you must then write to the Chair of Governors. Confidentiality will be respected at all times. Copies of our complaints procedures are available from the school office and on the website.