

# Parent's Handbook

## 2016-17



# WELCOME to Kensington Primary School

Kensington Primary School is based in Manor Park within the London Borough of Newham. We provide education for children from the ages of 3 to 11.

**“Kensington Primary School is an exciting place for pupils to learn. It inspires them to work hard and reach their potential.” OFSTED, July 2016**

- We were rated as Outstanding in all areas by OFSTED in July 2016.
- Our children have been in the top 5% of schools in the country for progress in both of the last two years.
- We are 3<sup>rd</sup> in Newham for our results at the end of Reception.
- All of our results: end of Reception; in the Y1 Phonics test; end of KS1, and end of KS2, are significantly above the national and Newham averages.

As well as academic excellence in reading, writing, maths and science, we work to ensure children have a wide-range of opportunities and experiences and develop into well-rounded, responsible citizens, ready for the next steps in their education: “...pupils develop into self-assured, thoughtful and caring citizens who understand what it means to be tolerant and respectful of others.” OFSTED, July 2016.

I hope you find our handbook useful and informative. If you have any suggestions, or concerns, then you can contact us through our email address for parents: [parents@kensington.newham.sch.uk](mailto:parents@kensington.newham.sch.uk). Please don't hesitate to make direct contact with the school if there's anything you need to ask. Our office staff will give you a warm welcome, and offer a wealth of information.

Yours sincerely



Paul Harris  
Executive Head Teacher



Ben Levinson  
Head Teacher

## SCHOOL DETAILS

Kensington Primary School

Kensington Avenue

Manor Park

London E12 6NN

School Tel: 020 8470 2339    School Fax: 020 8470 3414

Executive Head Teacher - Paul Harris

Head Teacher - Ben Levinson

E-mail: [info@kensington.newham.sch.uk](mailto:info@kensington.newham.sch.uk)

School website: [www.kensington.newham.sch.uk](http://www.kensington.newham.sch.uk)



# THE KENSINGTON GOVERNING BODY

## **Staff Governor**

Mrs Moji Omole – Deputy Head Teacher & Designated CP Lead

## **Parent Governors**

Mrs Srilekha Sethurajan

Mr Faizaan Butt

Mr Rashmi Makwana (vice chair)

Mrs Sarah Hope

## **Community Governors**

Mr Sukhdev Marway (Co-opted Governor)

Miss Jina Patel (Co-opted Governor)

Ms Lyn Cooke (Co-opted Governor)

Ms Sarah Bartley (Clerk to Governors)

Ms Jacque Robertin (Co-opted Governor)

Maggie Cameron-Ratchford (Chair of Governors)

## **Authority Governors**

Cllr Jose Alexander

## **School**

Mr Paul Harris – Executive Head Teacher

Ben Levinson — Head Teacher (Co-opted Governor)

<b>STAFFING – 2016/17</b>			
Paul Harris		Executive Head Teacher	
Ben Levinson		Head Teacher	
Moji Omole		Deputy Head Teacher – Designated CP Lead	
<b>Teaching Staff</b>			
<b>Class / Room</b>	<b>Name</b>	<b>Responsibility</b>	<b>Support Teacher / TA</b>
Nursery B5/6	Tasneem Makan	Class Teacher	Rema Akhtar
	Irma Sheshi	Nursery Nurse	
	Regina Opoku	Nursery Nurse	
YRI - B7	Sandra Isaac	Class Teacher	
	Rehana Shaikh	Teacher Assistant	
YRU - B8	Tajana Ujevic	Class Teacher	
	Jas Kaur	Teacher Assistant	
YRH - B9	Hina Hussain	Class Teacher	
	Rebecca Davis	Teacher Assistant	
Y1P – M2	Tabassum Patel	Class Teacher	Joanne Harris Samina Khalid
	Balbir Mitra	Teacher Assistant	
Y1B – M3	Liza Begum	Class Teacher	Pinaz Navapurwala Maria Gannon
	Satwant Sangha	Teacher Assistant	
Y1L – M4	Nayna Limani	Class Teacher	
	Bala Balakrishnan	Teacher Assistant (AM)	
	Chandra Chavda	Teacher Assistant (PM)	
Y2L – M5	Natasha Lobo	Class Teacher	Michael Ola Shaheen Shaikh
	Afsheen Shaikh	Teacher Assistant	
Y2R – M6	Malar Rathinam	Class Teacher	Lavonna Lee
	Mehaq Khan	Teacher Assistant (Agency)	
Y2H – M7	Kerry Heskett	Class Teacher	
	Fred Turuka	Teacher Assistant	
Y3E – T9	Melanie El-Hossainy	Class Teacher	
	Bakshinder Mudhar	Teacher Assistant	
Y3M – T8	Sarah McMullan	Class Teacher	
	Carmen Pinzaru	Teacher Assistant	
Y4S – T7	Aisha Siddiqah	Class Teacher	Uzma Hussain Aroosa Kayani
	Nala Sarvananthan	Teacher Assistant	
Y4B – T6	Ahmad Badshah	Class Teacher	Tobi Shadare
	Winie Maduli	1:1 Teacher Assistant	
	Denis Hasanaj	1:1 Teacher Assistant	
Y5U – T5	Raisah Umarjee	Class Teacher	Marie Wright Kelly Chandra Chavda
	Mahadi Kyeyune	Student Teacher	
Y5C – T4	Meredith Clements	Class Teacher	Sarifa Patel
	Jon Pell	Student Teacher	
Y5B – T3	Kristy Brooker	Class Teacher	
Y6C – T2	Kayleigh Cowx	Class Teacher	Richard Green
	Bryton McKinnon	Student Teacher	
	Bose Onasanya	1:1 Teacher Assistant (AM only)	
Y6J – T1	Farzana Jubin	Class Teacher	

David Hope	Assistant Head Teacher
Jaffar Raza	Assistant Head Teacher
Tajana Ujevic	Phase Leader EYFS / Reading Champion
Kayleigh Cowx	Phase Leader KS2U / Science Lead
Laura Howe	Phase Leader KS2L
Kerry Heskett	Phase Leader KS1
Helen Harris	Lead SENCO
Soofia Amin	EAL Lead / Community Engagement Lead
Rob Woodhead	PPA Teacher (Tue-Wed)
Serin Patel	PPA Teacher (Mon, Tue, Thur)
Zabina Riaz	PPA Teacher (Wed-Fri)
Allia Nisar	PPA / Intervention Teacher (Mon-Wed)
Samira Ugradar	Support Teacher
Songping Zhang	Mandarin Teacher
Shiyao Wang	Mandarin Teacher
Marufa Islam (maternity)	Class Teacher
<b>Other Support Staff</b>	
Sukhminder Hunjan	HLTA
Tara Bhambra	HLTA
Bakshinder Mudhar	Pastoral Officer
Ridwanah Shahnoor	Teacher Assistant (Maternity)
Sandeep Hunjan	Sports Coach
Frances Ryan	Place2Be Councillor
Dominic D'Souza	School Based Technician (Mon & Weds)
<b>School Administration</b>	
Shazidur Rahman	School Business Manager
Leela Radhakrishnan	Attendance Officer
Daiga Valdate	Administration Officer
Kuldip Hunjan	Administration Assistant
Linda Gent	Administration Assistant
<b>Lunchtime Support Team</b>	
Zainab Patel	Senior Midday Supervisory
Geeta Rathod	Midday Supervisory Assistant
Shamim Bharuchi	Midday Supervisory Assistant
Naseema Munshi	Midday Supervisory Assistant
Mehnaz Usmani	Midday Supervisory Assistant
Sarah Hope	Midday Supervisory Assistant
Samina Nawaz	Midday Supervisory Assistant
Samina Khalid	Midday Supervisory Assistant (Mon-Wed)
Jamila Khanom	Midday Supervisory Assistant (Maternity)
Daisy Selvakumar	Midday Supervisory Assistant
Manpreet Roopray	Midday Supervisory Assistant
<b>Site Management</b>	
Bernie Blanc	Site Supervisor

## SCHOOL TIMES

START OF SCHOOL	8.55 am
MORNING BREAK	10.45 – 11.00 am
LUNCHTIME (Reception only)	11.30 am – 1.00 pm
LUNCHTIME (Year 1-6)	12.00 – 1.00 pm
START OF AFTERNOON	1.00 pm
END OF SCHOOL	3.15 pm
Nursery AM	8.30 – 11.30 am
Nursery PM	12.30 – 3.30 pm

At School children should arrive by 8.45am. At 8.50am Children should line up outside in their allocated class line and they will be taken into the classroom by their teacher. In the case of bad weather the children will be let into the main hall and then supervised to their classroom by their teacher at 8:55am.

### Lateness

Any children arriving after 8.55am will be recorded as late.

School ends at 3.15 p.m. and all children should be collected at that time by a responsible adult who is known to the class teacher.

If there are pupils who continue to be late arriving or being picked up after school late the Attendance Manager will be informed.

## ATTENDANCE

Regular attendance is crucial to each child's educational development. The government have asked all schools to remind parents that:

**'They are under a legal duty to send their child to school regularly, and risk prosecution if they fail in this duty'.**

If your child is unable to attend school because of ill health, medical or any other reason, please telephone the school on the first day of absence giving the nature of the illness or reason for absence. When your child returns to school a letter or proof of illness explaining the absence should be sent to the School Office.

If you fail to inform the school of your child's absence, or your child fails to attend on a regular basis, it is the statutory duty of the school to inform the Newham Attendance Manager from the Local Authority who will then investigate the absence.

If your child has a medical appointment or needs to leave school early for any reason you must inform the school office not the class teacher. **Proof must be provided.**

### Term Time Leave

As stated in the guidance from DfE, the Head Teacher no longer has the right to authorise holidays or leave, unless it is an exceptional circumstance. This is a change to the Education (Pupil Registration) Regulations 2006. All requests must be made in writing to our Attendance Officer Mrs Radhakrishnan.

### Penalty Notices

The 2007 Regulations set out the procedure for issuing penalty notices to each parent who fails to ensure their children's regular attendance at school, or fails to ensure that their excluded child is not in a public place during the first five days of exclusion. Parents pay £60 per parent per child if they pay within 21 days, or £120 if they pay within 28 days.



# ADMISSIONS

Kensington follows the LB Newham Admissions Policy.

Details of this can be found on the school website <http://www.kensington.newham.sch.uk/admissions.html>

## Nursery

Children are admitted to the nursery, the term after their 3<sup>rd</sup> birthday. The admission criteria are laid down by the Borough of Newham. They are as follows:-

In catchment area, with brothers or sisters in the school.

In catchment area, without brothers or sisters in the school.

Out of catchment area, with brothers and sisters in the school.

Out of catchment area.

All other children

Children are admitted for either a morning or afternoon session. However, priority is given to all 4 year olds first. All parents should note that a place in the nursery does not guarantee a school place.

## **MEDICAL INFORMATION/ MEDICINES**

If your child has a known illness or allergy which we need to know about e.g. fainting attacks, epileptic fits, then you must inform us in case of emergencies.

In the case of asthma pumps, children who need the pump should be taught how to use it and they should have an access to the pump at all times. Parents should provide school with 2 pumps – one to be kept in child's class and the other in the medical room.

Occasionally, a child may be well enough to return to school after an illness but may not have finished a course of medicine or antibiotics. In these circumstances the parent should bring the medicine to the school office. Parents will need to complete a 'medicines in schools' form. The medicine will be administered by a member of staff who is first aid trained.

Children should not bring medicines to school themselves and medicines cannot be given to the class teacher to be kept in the classroom. Only medicines that have been prescribed by a doctor can be administered.

## **EMERGENCY CONTACTS**

Occasionally a child may be involved in an accident at school or they may start to feel unwell and in these circumstances we telephone the parent and ask them to come to school to collect their child.

**It is important that parents keep us informed of any changes to their address or phone numbers and inform the office.**

We also need to have the telephone numbers of other friends or relatives who can be contacted in an emergency if we cannot contact a parent.

## **PARKING ON SCHOOL PREMISES**

Unfortunately, the school car park is too small and there are no spaces available for visitors to the school. Parents should not park outside the school gates on the designated zigzag line whilst bringing or collecting their children from school. Access must be maintained at all times for emergency services. Please also take into consideration our local residents.

## **LUNCHTIME**

Children may go home at lunchtime or they may stay at school and have a packed lunch or a school dinner. Children going home for lunch should leave the premises at 11.30am (Reception only) or 12:00pm (Year 1-6) through the school office. Children should return to school at 12.55pm.

### **Healthy Packed Lunch**

If you wish your child to bring a healthy packed lunch the arrangement should be made on Monday morning and should be for the whole week. Please ensure that the meal is in a packed lunch box which is clearly labelled with your child's name and class.

### **School Lunch**

All pupils are entitled to a free school meal as part of the Newham Pilot. The meals are provided by Newham Catering Service and Halal meat is used at all times. If your child has special dietary requirements please inform us and we will pass the details to the cook.

### **Free School Meals**

Every primary child in Newham receives a free school meal.

Although all pupils now receive a free meal it is essential that parents continue to update their eligibility.

All families need to complete the 'Eat For Free' form on the Newham Website at:

<http://www.newham.gov.uk/Pages/Services/Free-school-meals.aspx>

A significant amount of the school's funding relies on parents completing these forms. If you do not complete the form the school will receive less money affecting our ability to buy books and other resources for your children.

## **EARLY YEARS PUPIL PREMIUM**

Some children aged 3 and 4 are eligible to benefit from the Early Years Pupil Premium. This is worth up to £300 per child per year, and is paid to your child's early education provider to help improve the quality of early education for your child.

To see if your child is eligible to receive additional funding please complete this on line form:

<https://achieve.newham.gov.uk/default.aspx/RenderForm/?F.Name=TEenX85vU5wv&HideToolbar=1>

## **SCHOOL TRAVEL PLAN**

At Kensington we have an emphasis on walking to school. Staff and children alike are encouraged to walk to school for health and environmental reasons. We have a cycle shelter for people who wish to cycle to school. Cycling is taught and developed through our cycling proficiency classes that are funded by the local authority. Road safety, health, environmental and traffic issues are taught through a cross curricular approach throughout the school.

All these are planned for in our School Travel Plan which is kept in our school office.

## **SCHOOL CHARGING POLICY**

The school will ask for voluntary contributions toward some trips and activities in school. However, this is only if there is a charge being made to the school.

Charges may be made for extracurricular clubs after school hours, and for any residential activities outside school hours. A charge may be made for damage to school property or for lost books.

Please see the Charging Policy on the school website

## **HOMEWORK**

Children will be given reading books on a weekly basis. It is essential that all children read at home daily for at least 15 minutes. In addition, children will receive homework. Please support your child's learning by ensuring their homework is completed to a high standard and returned to the class teacher on time.

# SCHOOL UNIFORM

At Kensington we have a Dress Code that we expect all children, apart from nursery to follow. This is based around the school colours.

## Winter

### Boys

Black or grey trousers or jogging bottoms

White shirt or polo shirt

Navy Sweatshirt or Navy Fleece

### Girls

Black, grey or navy pinafores or skirts

Black, navy or grey trousers or jogging bottoms

White shirt or polo shirt

Navy Sweatshirt or Navy Fleece

Shalwar kameez—navy

## Summer

### Boys

Black, navy or grey shorts or trousers or jogging bottoms

White shirt or polo shirt

### Girls

Black, grey or navy pinafores or skirts or jogging bottoms

White shirt or polo shirt

Blue gingham dresses

## Prices of uniform available in school from the school

Sweatshirt with logo sizes 24—34	£8.00
Sweatshirt with logo sizes XS & S	£9.00
Fleeces with logo	£11.50
Polo shirts with logo	£5.00
P.E. Bags	£4.00
Book bag	£5.00

## PE KITS

P.E. Kit should be worn for all PE Lessons or sports clubs/activities. The P.E. Kit consists of a white T-shirt, a pair of shorts, which are not too long, or a leotard. For indoor P.E. children will need plimsolls. For outdoor P.E. children will be able to wear trainers and in the winter months jogging bottoms.

Some of our pupils have requested that they wear a head scarf during PE. This is allowed, however parents **must** write a letter of consent and follow the regulations of the school for the type of head scarf to be worn.

## JEWELLERY

Due to Health and Safety reasons the school enforces a strict jewellery code. The only items of jewellery that are accepted are small studs or small sleepers and watches, **no hoops are allowed**. If children are wearing inappropriate jewellery they will be asked to remove it.

**The school cannot accept any responsibility for any jewellery which is lost or damaged.**

# **CHILDREN'S LEARNING**

## **Our Curriculum Statement**

The school delivers the statutory content of the National Curriculum through a thematic approach to learning. To ensure the continuing relevance of the curriculum for our children, we review the content each half-term. We then adapt it as appropriate to guarantee a broad, balanced, high quality curriculum for all our children. A skills-based approach is followed to ensure that the children progress in their learning as they move through the school.

### **Assessment**

We believe that formative assessment is at the heart of children's learning. Our assessment system focuses on identifying what children are able to do and what their next steps are. This is achieved through ongoing assessment during and after lessons, as well as regular pupil conferences, where children are given the opportunity to reflect on their learning. All of this is recorded electronically on our INCERTS tracking system, which allows us to measure progress and rapidly intervene when children are not making the progress we would expect.

### **The Curriculum**

Our aim at Kensington Primary School is to ensure each child progresses to the best of their ability and that they enjoy their learning in a safe and positive environment.

We believe children should learn to be confident, resilient, self-motivated individuals, who have a thirst for learning. Mutual respect and tolerance, good manners, the rule of law, liberty and positive relationships are prioritised. We teach children, through the curriculum and our collective worship, of the importance of democracy and equality of opportunity for all.

In order to achieve these aims, children are taught a broad and balanced curriculum:-

- English – Reading, Writing, Spoken Language
- Maths
- Science – Biology, Chemistry, Physics
- Computing
- History
- Geography
- Physical Education
- Music
- Art
- Design Technology
- Religious Education
- PSHCE (Personal, Social, Health and Citizenship Education.)
- Mandarin – KS2

In the Foundation Stage, this is focused around the seven areas of learning:-

- Communication and Language
- Literacy
- Mathematics
- Personal Social and Emotional Development
- Understanding the World
- Physical Development
- Expressive Art and Design

## Synthetic Phonics

We use the Ruth Miskin Literacy (RWInc.) synthetic phonics approach to teach children in Reception and Y1 the phonetic knowledge required to read and write. Occasionally, children will continue to need phonics lessons in Y2 and even further up the school, particularly if they join us with no or little English.

Through this scheme we teach knowledge of sounds and how they link to letter names, as well as key words. We recognise the need to develop fluency when reading and the need to develop comprehension skills. These skills are also taught directly through our daily RWI lesson.

Please speak with your child's teacher if you have any queries or concerns about your child's learning and to find out how you can support your child at home.

## PE

We provide a broad range of physical activities from Reception to Year 6 so that all pupils can develop their fundamental movement skills. All pupils in Year 1 – Year 6 have two hours of P.E allocated per week with additional Sports / Active after School Clubs offered.

In Key Stage 1 pupils master basic movements including running, jumping, throwing and catching, as well as developing balance, agility and co-ordination (ABC's).

In Key Stage 2 pupils continue to apply and develop a broader range of skills, learning how to use them in different ways and to link them to make actions and sequences of movement.

These fundamental skills will be developed through teaching Gymnastics, Dance, multi-skills and Games. Kensington School uses professional Sports Coaches to ensure that high quality P.E lessons are delivered.

All pupils will receive swimming lessons in Key Stage 2. This usually takes place when children are in year 4 and last for the duration of a term.

All pupils will have the opportunity to experience INTER and INTRA School Competition as they progress through the School.

## Sex and Relationships Education

The Sex and Relationships Education Policy was agreed and adopted by the Governing Body in July 2014. The aims of the policy are to ensure that all children:-

Develop confidence in talking, listening and thinking about feelings and relationships.

Develop their self-esteem and sense of responsibility.

Are able to name parts of the body and describe how their bodies work.

Can protect themselves and ask for help and support.

Are prepared for puberty.

In Years 5 and 6 some of the lessons may be taught in single sex classes.

Parents have the right to withdraw their children from all or part of the Sex and Relationships Education provided at school except for those parts included in the statutory National Curriculum.



# CHILD PROTECTION

All staff and governors believe that our school should provide a caring, positive safe and stimulating environment which promotes the social, physical and moral development of the individual child. Though its emphasis on prevention and early intervention, this aims to minimise the risks of children being abused.

There are five aspects to safeguarding and promoting the welfare of children:

- Ensuring we practise safe recruitment in checking the suitability of staff and volunteers to work with children.
- Raising awareness of child protection issues and equipping children with the skills needed to keep them safe.
- Developing and then implementing procedures for identifying and reporting cases, or suspected cases, of abuse.
- Supporting pupils who have been abused in accordance with his/her agreed child protection plan.
- Establishing a safe environment in which children can learn and develop.

At Kensington School our designated child protection officers are Mrs Moji Omole, Mr Ben Levinson and Mrs Leela Radhakrisnan.

A complete version of the child protection policy is available on the school website and in the school office.

## BEHAVIOUR

At Kensington we have the highest expectations of behaviour and conduct. Our school rules are our 'Golden Rules'.

# Golden Rules

- \* **Always make an effort and try your best**
- \* **Be polite to others**
- \* **Tell someone if you have a problem**
- \* **Respect what others think, feel and do**
- \* **Be friendly and helpful to all**
- \* **Make your school a place to be proud of**
- \* **Be the best person that you can be**

This is supported by our traffic light system for behaviour and House Points.

If you would like to learn more about our behaviour policy please speak to a member of staff.

## **INCLUSION**

At Kensington Primary School we fully support the Newham Education Authority policy of inclusive education which aims to provide the opportunity for **all** children to work together in their local mainstream school.

Inclusion covers a wide range of areas including Special Educational Needs (physical, medical, learning and behavioural), English as an Additional Language, Gifted and Talented and Pastoral Support.

Inclusion at Kensington is set out in our policies and accessibility plan. Our Inclusion Policy has been written in September 2014. Copies of any policies or DCFS information can be obtained from Mrs Helen Harris our SENCO.

## **THE EQUALITY POLICY**

At Kensington we are committed to supporting ethnic, cultural, religious, linguistic, social diversity, gender and disability equality and will actively promote good community relationships and foster respect for all.

This is supported through our curriculum activities, and behaviour policies. If you would like to see our equality policy and our equality scheme please speak to our inclusion manager or they are available on line.

At Kensington we are proud that there is respect for each other and that we have high expectations for all. Any incidents are dealt with swiftly following procedures of the policy.

Our Equality policy and other documents can be found on the website or you can request a copy from the main office.

## **EXTENDED SCHOOLS**

The extended schools provision at Kensington is an integral part of the school's future direction.

Our extended schools objectives are:

- To increase our children's feeling of wellbeing leading to improved attendance, motivation, attitude and attainment.
- To improve our parents engagement with their children's learning and with our school.
- To increase personalised learning to meet the needs of our children and their families thus allowing our entire community to have more opportunities to achieve personal goals.

We also provide a Breakfast Club which runs from 7:30-8:30am. The charge is £1.00 per child per day, and for this your child can have a choice of cereal, toast, fruit and fresh juices.

We are continuing to monitor our extended schools provision to ensure it fully meets the needs of our whole school learning community.

# SCHOOL COMPLAINTS PROCEDURE

From time to time parents, and others connected with the school, may become aware of matters which cause them concern. To encourage resolution of such situations the Governing Body has adopted a 'Complaints Procedure'. The school will deal with all complaints in a sensitive, impartial and confidential manner and ask that any complainant do the same.

Any person, including members of the public, may make a complaint about any provision of facilities or services that a school provides, unless statutory procedures apply (such as exclusions or admissions).

## **Stage 1a – Talk to the Class Teacher (informal)**

First of all make an appointment to see the class teacher. The class teacher will know your child well and may already know the details of any incident about which you may have a concern. Please do not try to see the teacher during the school day when lessons are occurring. It is hoped that you can reach an agreement that satisfies you but on some occasions the concern raised may require investigation, or discussion with others, in which case the complainant should allow at least 5 days for a response. The majority of concerns are dealt with in this way, however, if this is not the case, please see Stage 1b.

## **Stage 1b – Meet a Senior Teacher (informal)**

This can only happen if you have been through Stage 1a. Please contact the school office to arrange to meet with a senior member of staff who will investigate the complaint and reply within 5 working school days. If you are not happy with the outcome at this stage, please see Stage 2.

## **Stage 2 - Complaint goes to Head Teacher or Executive Head Teacher**

This can only happen if you have been through the previous two stages. If your concern or complaint is not resolved at the informal stage please write to the Head of School or Executive Head Teacher detailing why you are still dissatisfied and what action you would like to resolve the complaint. A complaint form is attached to assist with this. An acknowledgement of the complaint will be sent by the school within 5 school working days. Once we have all the necessary information, a decision will then be taken about the need for further investigation and the appropriate outcome and this may involve additional meetings with you to obtain further information. The school aims to resolve any complaint within 20 school working days. If you are not happy with the outcome at this stage, please see Stage 3.

## **Stage 3 – Complaint goes to the Chair of Governors**

If you are dissatisfied with the response Stage 2, you are invited to put your complaint in writing within ten days to the Chair of Governors, via the school office. You will receive an acknowledgement of the complaint within 5 working school days. The Chair of Governors will look at all the information from yourself and the school and may wish to discuss the matter further with you. Once the Chair of Governors is satisfied that the investigation has been concluded and a decision has been reached on the complaint, you will be notified in writing of the conclusion.

#### **Stage 4 – Final Stage - Complaint is heard by the Governing Body.**

If you are dissatisfied with the response from the Chair of Governors at Stage 3 you are advised to put your complaint in writing to the School's Governing Body, which can be done via the school office, ensuring that you include details of why you are dissatisfied with the decision. This complaint will be acknowledged within 10 days of receipt by the Governing Body and a review will follow and be conducted by a panel of members of the Governing Body. An outcome letter will be sent to you within 20 school days of this meeting.

#### **Further Information**

The school recognises that some complaints will need to go straight to the Executive Head Teacher because of the nature or seriousness of them.

If your complaint is about the Executive Head Teacher, please address your complaint to the Chair of the Governing Body, who may be contacted through the school office.

The Governors' appeal hearing is the last school-based stage of the complaints process.

No complaints should be made through parent governors, as they have no role as communicators between parents and the school.

Anonymous complaints will not be investigated under this procedure unless there are exceptional circumstances.

If the complaint is about an event that happened over 12 months ago the school is not obliged to investigate further.

All complaints about a member of staff must be made in writing.

If you are still dissatisfied with the outcome you may contact The Department for Education, The School Complaints Unit (SCU), 2<sup>nd</sup> Floor, Piccadilly Gate, Manchester M1 2WD. The SCU will examine the school's complaints policy to determine if they adhere to education legislation. However, the SCU will not re-investigate the substance of the complaint and will not overturn the school's decision about a complaint.

## **COMMITMENT TO PERSONAL SAFETY OF STAFF**

At Kensington our staff are here to help and they will endeavour to provide the highest quality service possible and will act courteously towards all parents/pupils they have contact with.

However we and the Local Authority and school will not tolerate the behaviour of any parent, carer or pupil who may become abusive and threatening or actually assault a member of our staff.

The School and Local Authority will take the appropriate action necessary to protect and ensure the safety of staff.