

Headline:

We work hard to follow our policies and make the right decisions all of the time but occasionally things do go wrong.

To help in such situations, we have a complaints policy and a very clear procedure to help both you and us.

The complaints policy has 3 steps. These are explained below.

1) Informal Stage

It is normally appropriate to communicate directly with the member of staff concerned. This may be by letter, by telephone or in person by appointment, requested via the school office. Many concerns can be resolved by simple clarification or the provision of information and it is anticipated that most complaints will be resolved by this informal stage.

In the case of serious concerns, it may be appropriate to address them directly to the head teacher (or to the chair of the governing body, if the complaint is about the head teacher).

If you are uncertain about who to contact, please seek advice from the school office or the clerk to the governing body.

2) Formal Stage 1

If your concern or complaint is not resolved at the informal stage you may choose to put the complaint in writing and pass it to the head teacher, who will be responsible for ensuring that it is investigated appropriately. If the complaint is about the head teacher, your complaint should be passed to the clerk to the governing body, for the attention of the chair of the governing body.

A complaint form is provided to assist you and can be found on our website or collected from the school office. You should complete this form in as much detail as possible, include details which might assist the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents. It is very important that you include a clear statement of the actions

that you would like the school to take to resolve your concern. Without this, it is much more difficult to proceed. Please pass the completed form, in a sealed envelope to the school office. The envelope should be addressed to the head teacher, or to the clerk to the governing body, as appropriate.

The head teacher (or chair) may invite you to a meeting to clarify your concerns and to explore the possibility of an informal resolution. If you accept that invitation, you may be accompanied by a friend, to assist you in explaining the nature of your concerns. It is possible that your complaint will be resolved through a meeting with the head teacher (or chair) or alternatively, the head teacher / chair of governors may decide that, because of the nature of the complaint it should be considered under a different and separate procedure.

3) Formal Stage 2

If there is no resolution at Stages 1 and 2, a panel may be convened to look into the complaint. The panel will include at least 3 people and one member will be a person who is not employed in or associated with the school. An example of such a person might be a governor from another school. The panel will be asked to fully review the matter and if necessary, investigate further. You will be informed in good time about when the panel will convene and be invited to attend (with a companion if you wish). The panel will communicate its findings and recommendations, a copy of which will be stored in the school and given to the complainant. These findings will be strictly confidential.

With all complaints, the school has 5 working days to respond but we will do our best to respond as quickly as possible.

We also have a process for compliments. We like to celebrate

Coming Soon

Lower KS2 Trip to Lullingstone
Tuesday 1st May – Wednesday 2nd May

Foundation Stage Trip to Shorne Country Park
Wednesday 2nd May

Bank Holiday
Monday 7th May

Year 6 SATS Week
Week Beginning 14th May

Year 2 SATS Week
Week Beginning 21st May

Tag Day (Film Theme)
Friday 25th May

Last Day of Term 5
Friday 25th May

First Day of Term 6
Tuesday 5th June

Term Dates 2017/18

Term 5
Monday 16th April 2018
Until
Friday 25th May 2018

Term 6
Tuesday 5th June 2018
Until
Wednesday 25th July 2018

Term Dates 2018/2019

Term 1
Tuesday 4th September 2018
Until
Friday 19th October 2018

Term 2
Tuesday 29th October 2018
Until
Tuesday 18th December 2018

Term 3
Thursday 3rd January 2019
Until
Friday 15th February 2019

Term 4
Tuesday 26th February
Until
Friday 5th April



Uniform

A navy blue jumper, sweatshirt or cardigan.
Navy, black or grey trousers, tailored shorts, skirt or dress/navy and white checked dress. A white or blue polo shirt, shirt or blouse. Flat plain black shoes or trainers (no heels or open toes).
www.tesco.com/ues

staff achievements, particularly when they go 'the extra mile'. If a staff member has particularly impressed you in any way, please feel free to let them know directly. If you would prefer, why not write to Mr Carthy to let him know.

At each governing body meeting, Mr Carthy recommends a member of staff for commendation recognition. We also celebrate staff successes in our weekly briefing and through personal thanks.

News

Staffing

This term we welcome Ellen Lincoln who joins our cleaning team. Ellen replaces Katie Jenkins, who has left us for full-time employment.

Towards the end of last term, our Site Manager Mr Bangs had major but successful heart surgery and is currently recovering at home. Mr Taylor and Mrs Morris are covering some of his duties at school and we have notified Medway Council that this leaves the Canterbury Street crossing unpatrolled. We all wish him well with his continued recovery.

Text Messages

We are not happy with the changes our service provider has made to the text message system. It appears the system generates a number to send the messages from. This can mean that you receive text messages from us which have come from several different numbers. Mr Carthy has therefore instructed staff to include the school name at the beginning of each message so you are clear the text is from us. We are aware that a number of schools are also not happy with the changes that have been made to this service and we will continue to discuss solutions with the provider.

Class Assemblies

Parents are invited to join their children for their Class Assemblies. Please allow plenty of time to sign in and take your seat – assemblies will begin promptly at 9am and access to the hall after this is disruptive for the children hosting the assembly.

These are the dates for the class assemblies this term:

2BK – Wednesday 25th April

1D – Wednesday 2nd May

1F – Wednesday 9th May

United Nations

This term our focus United Nations Rights of the Child article is: Education must develop every child's personality, talents and abilities to the full. It must encourage the child's respect for human rights, as well as respect for their parents, their own and other cultures, and the environment. Children will be doing work on this in school and will also be asked to do some home learning at some point during the term. We hope that

you will ask your child what they have done in school to support this article and have a discussion of what this means.

Reminders

PE Kit

During PE lessons, pupils are expected to wear the following, depending on weather conditions and whether the lesson is indoors or outside:

- Shorts or jogging bottoms
- T-shirt and sweatshirt
- Black pumps (indoors) or trainers, although some indoor PE lessons require children to have bare feet (e.g. dance)

During cold weather, pupils will be allowed to wear their school jumpers, or coats, as appropriate.

During swimming lessons in Years 5 and 6, pupils are expected to wear the following:

- One-piece bathing suit
- Swimming cap for pupils with hair longer than shoulder length
- Goggles (optional)

Pat on the Back

The class with the best attendance for the week beginning the 19th March 2018 was 5/6A, with a brilliant 99.3%. Well done! FS2F had no late pupils, closely followed by 6C with only one late pupil, and 98.8% of pupils arrived on time! Well done to everybody!

The class with the best attendance for the week beginning 26th March 2018 was 3/4T, with 99.6%. Congratulations! 3/4T also only had one late pupil that week, as did 6C! Overall, 98.4% of pupils arrived on time during that week, which is fantastic!

Since September, 3/4T have had the best attendance overall, with an amazing 97.7%! FS2M have had the least number of late pupils, with only 52 in this academic year, and FS2F are not far behind with only 56! A big well done to everybody, as 98.4% of children arrived on time overall since September!

Inclusions This Week

- Year 5 & 6 Science
- Year 5 & 6 Walk Around Victorian Gillingham
- MyMaths Password Letters (Years 1-6)
- MyMaths Parent Help Sheets (Years 1-6)
- Year 3 and 4 Lullingstone Trip Information letter

This school is committed to safeguarding and promoting the welfare of children, achieving equal opportunities and combating discrimination

Head Teacher: Mr Carthy

Deputy Heads: Mrs Langthorne (4-7 year olds) and Mr Chantler (7-11 year olds)

Family Liaison Officer: Mrs Vella

Inclusion Manager: Mrs Hill

This school operates a very clear whistleblowing policy for staff