

WELCOME TO CHRISTCHURCH INFANTS SCHOOL

This prospectus has been produced to provide information about Christchurch Infants School for parents/guardians and other members of the local community who are interested in the education of young children.

There are many opportunities for parents and carers to find out more about the school, through our regular newsletters, parent meetings, reports and fundraising events. We pride ourselves on our open and welcoming approach and actively encourage parents to keep in contact with the school. The headteacher and class teachers are available before and after school should you have any queries. The school office is located off Addiscombe Road.

Our postal address is: Addiscombe Road,
Christchurch,
Dorset.
BH23 2AE

Our telephone number is: 01202 485851

Our fax number is: 01202 479149

Our e mail address is: office@christchurchinf.dorset.sch.uk

Our web site address is: www.christchurchinf.dorset.sch.uk

OUR SCHOOL

Our school is a Community School, maintained by Dorset County Council.

We have no specific religious affiliations. We can have a maximum of 360 children on roll. Children join our school at age 4+ and are with us for three years. We admit up to 120 children each year into our mainstream classes. Each year group has four classes and all classes are restricted to a maximum of thirty pupils. All classes have their own class teacher and these are well supported by teaching assistants.

Following the normal application process most of our children go to Christchurch Junior School, which is on a neighbouring site, and then to Twynham School. We work closely with Christchurch Junior School to ensure progression and continuity between the two schools.

Along with other schools, Christchurch Infants is part of the Christchurch Learning Partnership and, as such, seeks to support teaching and learning to meet the needs of all young people within Christchurch.

**This document and any other school produced
information is available in larger print.
Please contact the school office.**

OUR SCHOOL VISION

At Christchurch Infant School we provide a happy, safe, caring environment where all members of the school community feel valued, respected and cared for.

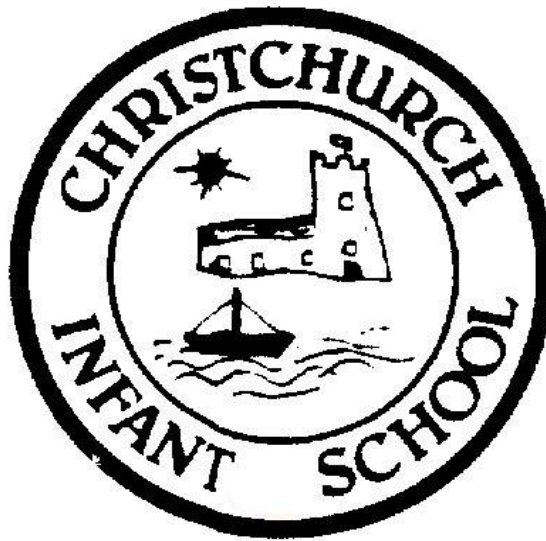
We offer high quality teaching and a stimulating and creative curriculum to enrich the children's learning. The focus of our work is embedded in our drive towards raising achievement for all, and a firm belief in the importance of developing positive attitudes to learning.

Pupils are prepared for the future by providing them with opportunities to take responsibility, support each other and become confident and independent learners.

Through our partnership between home and school we seek support for an ethos that encourages success, celebrates effort and achievement and values diversity and fairness.

At Christchurch Infant School we pride ourselves on our high expectations and our drive for continuous improvement in all that we do – encouraging everyone 'to be the best that they can be.'

Mr D Baxter
Headteacher



'Today's children – tomorrow's future'

OUR SCHOOL AIMS

At Christchurch Infant School we aim to educate children and help them to grow up to lead safe, happy, healthy and successful lives.

We do this by: ...

Enabling our children to fulfil their potential through.....

- Encouraging our parents/carers and children to value their achievements
- Encouraging our children to become independent, confident and resourceful
- Developing key literacy and numeracy skills and life skills for the future.

Ensuring that all pupils have the opportunity to fulfil their learning potential through...

- Providing high quality teaching and support
- Encouraging regular attendance
- Providing a broad and balanced curriculum and fun and stimulating learning opportunities
- Working with, and enabling, our parents to support their children's learning

Encouraging children to contribute towards the school being a happy place through ...

- Welcoming and valuing all children and their families equally
- Helping children realise the part they have to play in the school and the wider community
- Developing children's respect for the views, thoughts and feelings of others
- Developing children's understanding of school rules and those within the wider community
- Promoting positive role models within the community
- Celebrating success achieved within and outside school

Promoting healthy lifestyles for all our pupils through...

- Encouraging awareness of the positive benefits of a healthy lifestyle
- Providing opportunities to experience a range of physical activities both during and after school
- Developing positive self esteem

Providing a safe physical and supportive environment for everyone in the school through...

- Teaching children how to deal with difficult social situations in a confident and positive way
- Creating a culture where children feel they can share their concerns
- Making behaviour expectations explicit
- Being aware of issues relating to safeguarding

ADMISSIONS

BCP Local Authority (LA) manages the admission of children to our school.

Parents are free to express a preference with regard to the school they would like their child to attend. If the preferred school is over subscribed the LA have criteria to decide who should have the places. You have the right to appeal against their decision and information is available on how to go about this.

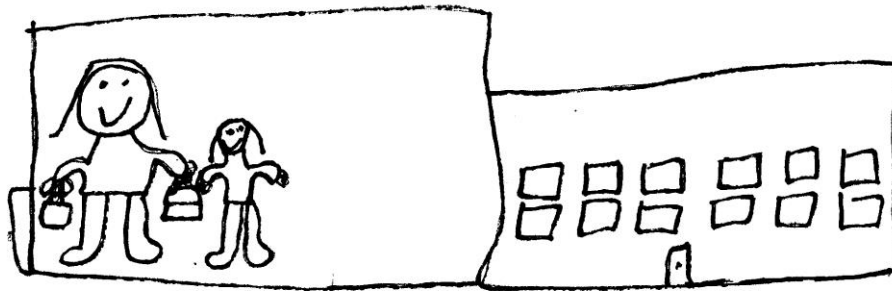
It is essential that parents/carers apply to the LA before the closing date. This is usually in January before their child starts school. Places are allocated in the Spring Term. If they miss the first closing date they may not secure a place in the school of their choice – even if it is their local school. Please contact the school if you are unsure about the procedure.

Arrangements for admission of pupils with disabilities is in line with the above procedures. Parents are requested to contact the school as early as possible to ensure arrangements for a smooth transition to school can be made.

If you are moving into our area during the school year and require a place for a child in Foundation, Year One or Two, please contact BCP Admissions office.

A copy of the School's Admission Policy is available from the school office and on our school website.

'Starting school'



HELPING IN SCHOOL

We are always very pleased to have offers of help from parents. There are many ways you can support the work of the school and also gain an insight into what we do, which in turn will help you to support your child.

Parents help in many ways including hearing children read, working alongside the class teacher, accompanying children on school trips and preparing materials. Parents can also carry out tasks at home if they have difficulty coming into school.

If parents help in school they will probably see incidents and overhear information about children other than their own. The school asks that such knowledge is kept completely confidential to maintain the integrity of the school for all our pupils and their families. We ask all our parent helpers to read the guidance available at the school office. When working in school volunteers are required to use the lockers provided to aid security and safeguarding.

All our parent volunteers that help in school on a regular basis have to have a Disclosure Barring Service (DBS) check carried out on them. Details are available at the school office. This process takes quite a while so we encourage all parents to complete a form as soon as possible. All volunteers working in school are required to read and adhere to guidance regarding child protection.

We also enlist the help of parents in obtaining sponsors, equipment and resources for special projects so everyone can contribute in some way! We have an active and very supportive **Parents, Teachers and Friends Association** and they help raise funds for school and organise social events. All parents and carers are automatically a member and we very much hope to be able enlist your help from time to time and see you at our events.

HELPING AT HOME

Parents have a vital role to play in their child's education and the school sends home information about what we are teaching and how parents can help.

Please try to ensure that your child has a good nights sleep and a sustaining breakfast. A calm start to the day and a prompt arrival at school is important too. Try to remember what is needed for the day – reading book bag, PE kit, packed lunch, water bottle etc. For most of the year your child will need a coat in school, and a sunhat is essential in the Summer term.

We have a comprehensive Home Learning Policy which is available on the website. We hope you will find it helpful. Please don't hesitate to speak to your class teacher if you are unsure about what your child is doing or how you can help.

BEHAVIOUR AND DISCIPLINE STATEMENT

The school is committed to safeguarding and promoting the welfare of children and expects all members of the school community to share in this commitment. Everyone at Christchurch Infant School wants the school to be a happy, successful and safe place to learn.

The Governing Body has therefore established the following principles upon which the Behaviour Management policy at Christchurch Infant School is based:

- The establishment of a strong behaviour policy to support staff in managing behaviour, including the use of school responsibilities (rules), rewards and sanctions. This policy is reviewed by the Governing Body annually.
- Recognition that it is the headteacher and staff's statutory authority to discipline pupils for misbehaviour which occurs in school and, in some cases, outside of school.
- Provision of a range of effective strategies to respond to different behavioural issues and which are proportionate to the level of misbehaviour that occurs.
- Provision of an effective Anti-Bullying policy giving specific guidance and support to prevent and deal with cases of bullying.
- Provision of a clear Home School Agreement setting out the expectations for all members of the school community.
- Requirement for the headteacher and staff to monitor and track key behavioural issues and maintain a continuous review of behaviour management procedures.
- Provision of appropriate behaviour management arrangements with regard to safeguarding and the promotion of the welfare of children and to its general duty to eliminate discrimination under Section 149 of the Equality Act 2010.
- Requirement for staff to follow the latest guidance concerning 'Use of Reasonable Force', teachers' powers to screen and search pupils and the power to discipline beyond the school gate.
- Requirement for the headteacher to draw on advice set out in the 'Dealing with Allegations of Abuse against Teachers and Other Staff' guidance when dealing with an investigation into staff misconduct.

More details of the Behaviour Policy can be obtained from the school office/school website.

'Our responsibilities at school'



CARING FOR YOUR CHILD

We take every care to keep your child happy and healthy in school. We rely very much on information from parents and carers to highlight any problems your child may be experiencing. Please help us to support your child by talking to the school and making us aware of any changes in home circumstances. All such information is kept confidential.

ILLNESS AND MEDICINES

If your child needs any medication whilst at school you must give written permission and complete a form, obtainable from the school office or on the school website and hand the medicine to our administrative staff. The medicines must be in their original container and be clearly named. Medicines which need to be given three times a day can usually be managed at home and will not be administered at school unless there is a special reason. If your child needs an inhaler for asthma or an epipen, your doctor will prescribe an extra one which can be kept at school. We have arrangements in place for children who have an epipen and who have severe asthma so medication can be close at hand.

Please help us by not sending your children to school if they are unwell. If your child has had sickness or diarrhoea, he/she will need 48 hours at home afterwards.

If a child becomes unwell during the day we try to contact the parent so that the child may be taken home. Staff are available to give immediate first aid if a child has an accident. If the accident is serious the parent will be informed as soon as possible but if the accident is minor the parent will be informed at home time. In our first aid procedures, bump tags are attached to lunch boxes or book bags to ensure parents are aware of the injury. Accidents are recorded in an accident book. We have a number of qualified first aiders on the staff and first aid stations are situated around the school.

It is essential that we have two emergency contact numbers in case of illness or accident. Please let us know at once if these numbers change for any reason.

Copies of our policies for health and safety, first aid and 'Supporting Medical Needs of Pupils and Administration of Medicines' are available through the school office or on the school website.

HEADLICE

This is a nationwide problem which affects all schools. It can be treated simply and effectively and information can be obtained from the school office. Supplies of the appropriate treatments are available (free for children) on prescription from your family doctor if you have a severe and recurring infestation. Once a child has been treated they can return to school.

Please let us know if your child is suffering with this problem so we can discretely warn other parents. All parents and carers are expected to check their children's hair on a regular basis.

UNIFORM AND PE KIT

All children are expected to wear school uniform. It helps children to feel they belong and avoids peer pressure for expensive types of clothing. We encourage children to be independent in dressing themselves so please select designs with the minimum of buttons and awkward fastenings.

Our children wear:

- ✓ Grey trousers, skirts or pinafores
- ✓ **Yellow 'polo' shirts ***
- ✓ **School sweatshirts or cardigans ***
- ✓ Red/white checked or striped summer dresses
- ✓ 'School style' shoes – not open-toed sandals, boots, heels or trainers

PE kit:

- ✓ Shorts – any colour, but dark blue or black preferred
- ✓ **T-shirt**, any colour, but **yellow with school logo** preferred Plimsolls or trainers. Bare feet are preferred for indoor PE. *
- ✓ Children will be asked to bring in jogging bottoms for outside PE which happens all year round.
- ✓ Foundation pupils will not require PE kits in school until the beginning of the Spring Term. During the Autumn they do participate in PE activities but are not required to change.

***All of these items can be found online at www.stevensons.co.uk or alternatively from their shop located at 148-150 Seabourne Road, Southbourne, Bournemouth, BH5 2JA. PE kit bags and book bags are also needed and available from these suppliers.**

Please make sure that all items of uniform and kit are clearly named. Lost property is kept at the school office and is disposed of regularly. The school does not accept responsibility for the loss or damage of clothes and belongings that are brought into school.

Hairstyles – The school does not permit children to have 'extreme' haircuts that could serve as a distraction to other children.

A Second Hand Uniform stall is available each term for parents to purchase good quality items.

Jewellery

Children are not allowed to wear jewellery to school for safety reasons.

Plain stud earrings are permitted, but your child must be able to remove them her/himself for PE or parents must provide medical tape to cover them up. If your child wears a necklace for religious or medical reasons, it must be inside their shirt at all times.

Please do not allow your child to wear watches which have large 'toy covers' or which play games/make noises as these are distracting in class.

'Toys and treasures' should not be brought to school. It causes much distress if these are lost or damaged.

CHARGES FOR SCHOOL ACTIVITIES

The school does not charge for activities which take place during school hours. However we do ask for voluntary contributions towards the cost of school trips and some special activities. No child is excluded from an activity if their parent is unwilling or unable to pay. However if insufficient contributions are made the trip/event will be cancelled. Charges will be made for activities that take place outside school hours and in addition to normal curriculum provision.

CLUBS

We offer a variety of lunchtime and after-school activities in the Spring and Summer Terms for Years 1 and 2. These include arts and crafts, dance, music, and sport. We also organise additional sports activities through our links with local organisations. We also host private activity clubs after school which parents pay for.

EXTENDED SERVICES

We offer Extended Services for our families. These include signposting to parent support and childcare, out of school opportunities and referral to Special Needs support. There is also a privately run breakfast and after school child care club held on the premises for Infant age children. A Holiday Child Care Club is also based at the school.

CHILD PROTECTION AND SAFEGUARDING

Christchurch Infant School recognises that the welfare of the child is paramount and takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care.

An agreed definition of safeguarding is: 'All agencies take all reasonable measures to ensure that the risks of harm to children's welfare are minimised. Where there are concerns, all agencies take action to address those concerns, working to agreed local policies and procedures in full partnership with other local agencies' - Joint Chief Inspectors' report 2002.

Promoting welfare involves 'creating opportunities to enable children to have optimum life chances in adulthood' – Framework for the Assessment of Children in Need and their Families (Government guidance 2000).

The Governing Body/Proprietor will act in accordance with Section 175 (or Section 157, for Independent Schools) of the Education Act 2002 and the supporting statutory guidance 'Safeguarding Children and Safer Recruitment in Education' (2006) to safeguard and promote the welfare of children in this school.

All children have the right to be safeguarded from harm or exploitation whatever their

*race, religion, first language or ethnicity, gender or sexuality
age
health or disability
political or immigration status*

Governors, staff and volunteers in this school understand the importance of working in partnership with children, their parents/carers and other agencies in order to promote children's welfare

The purpose of this policy is to:

*afford protection for the students at Christchurch Infant School
enable staff and volunteers to safeguard and promote the welfare of children
promote a culture which makes this school a safer place to learn*

This policy applies to the Headteacher, all staff (including supply and peripatetic staff), volunteers, governors or anyone working on behalf of Christchurch Infant School

We will endeavour to safeguard children and young people by:

*valuing them, listening to and respecting them
involving them in decisions which affect them
making sure all staff and volunteers are aware of and committed to the safeguarding policy and child protection procedures
sharing information about concerns with agencies who need to know, and involving children and their parents/carers appropriately
recruiting staff and volunteers safely, ensuring all necessary checks are made
adopting a code of conduct for all staff and volunteers
providing effective management through induction, support and training
ensuring staff and volunteers understand about 'whistle blowing'
dealing appropriately with allegations/concerns about staff or volunteers, in accordance with Government guidance
designated staff to have responsibility for Child Protection namely the Headteacher, Deputy Headteacher and Inclusion Leader.*

At Christchurch Infant school our first priority is your child's welfare and we will usually discuss any concerns we might have about your child with you. There might be occasions however when we have to provide information to or consult other agencies such as Children's Services Social Care before we contact you. If you want to know more about these procedures please speak to the Headteacher or Inclusion Leader. There are a number of policies and procedures in place to ensure all staff abide by this commitment. These include Recruitment and Selection of Staff, Use of Reasonable Force, First Aid Policy, Equal Opportunities and E Safety.

Please be aware that there is a legal responsibility for all schools to share information and liaise with all who have parental responsibility, not just the parent who the child lives with. In the event of a child's parents not living together, the school will take all reasonable steps to work with and share information with both parents, unless there is a court order to the contrary. If there is a legal reason why information should not be shared or that access is restricted, then a copy of the court order (or other legal document) must be provided so that the school is fully aware of any restrictions

HEALTH AND SAFETY

The school has a number of policies, procedures and risk assessments in place to safeguard the welfare of all members of the school community. Our procedures are reviewed on a regular basis and pupils are guided in how to act responsibly with regard to health and safety matters such as participating in regular fire drills. Parents entering the school site are also required to act in a responsible and safe manner and those working in school are asked to familiarise themselves with procedures to be followed on hearing the alarm, which is a continuous bell. Access to the school site is restricted by locked and secured fencing and gates and entry to the building itself is very restricted through the use of door codes and alarmed entrances. All visitors have to access the building through the main entrance on Addiscombe Road. The school also maintains high levels of supervision both in and out of the building with both teachers and TAs being responsible for ensuring pupils are supervised all the time. Parents are required to do the same before and after school.

Procedures and policies in place include –

- Health and Safety Policy
- E Safety Policy
- Sun Safety Policy
- First Aid Policy
- Procedures if a child goes missing
- Security Policy
- Supporting Pupils with Medical Needs and Administering Medicines

These are available on the website or from the school office.

Health and Safety issues on the school site are monitored by the headteacher and site manager on a daily basis and governors ensure they are informed and action is taken if issues arise.



LUNCHES

At Christchurch Infant School we are unable to provide hot lunches due to lack of space and facilities. You will therefore be able to choose whether your child receives a free packed lunch or not. Details of how to apply will be available prior to your child starting school.

Fruit Break: Children are provided by the school with free fruit as a playtime snack. The **purchase of milk** can be organised through the school. We also ask **parents to provide a water bottle** with a sucker top to ensure children have free access to water during the day in class. Tap water or mineral water are only permitted as fruit flavoured water will make work 'sticky'!

ATTENDANCE POLICY

Copies of the School Attendance Policy are available at the school office or on our website.

TRAVELLING TO AND FROM SCHOOL

Christchurch Infant and Junior Schools share the same site and there is no provision for off road parking for parents' cars. The roads get extremely congested at the beginning and end of the school day and we strongly encourage parents to avoid driving their children to school or parking in the close vicinity of the school. If you do need to drive please park in the Retail Park on Barrack Road or at Peaks car park off Fairmile Road and walk to school. Such measures to try to reduce traffic congestion are important for the safety of our pupils and parent support is much appreciated. We have regular contact with the local police and traffic wardens and they visit the area and will prosecute drivers that are illegally parked or driving dangerously. Please do not park on the zig-

zags outside the school gates and keep school entrances clear for emergency access.

Roads around the school have a 20mph speed limit and the school has a **Travel Plan** identifying strategies for reducing traffic problems, promoting safer driving and encouraging children to walk to school. Children who wish to cycle to school may do so if accompanied by an adult. However scooters and cycles must not be ridden on the school site and are left at the school at the owners risk. Please make sure bikes and scooters are secured in the bike racks provided.

We actively discourage our young pupils travelling to school on the school bus that stops outside the Junior School as there is no adult supervision on the bus or at the school site when they arrive.

THE SCHOOL DAY

The school day starts at **8:50am** and children should be brought to the outer classroom doors. **The doors close at 9:00am**. Parents are responsible for their child/ren until they are handed over to the class teacher and they are expected to supervise them properly and support the school rules. If you arrive after 9:00 am the classroom doors will be closed for security and fire safety reasons. Please come in by the main door in Addiscombe Road and sign your child in with the administrative staff. Your child will then be recorded as arriving 'late' in the register and such late arrivals are monitored regularly. Class registers are taken at 9.00 and 1.15 every day.

If you need to come in to school at any time during the day please use the main entrance. If you are staying you will be asked to sign in and to wear a Helper badge. If you are collecting your child during the school day, you will be asked to come to the school office. We make every attempt to restrict access to the building when children and staff are on the premises and very much appreciate your co-operation in this.

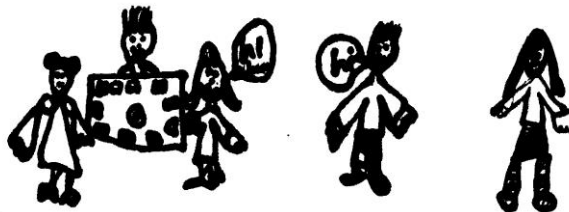
The children have breaks during the day. Fifteen minutes in the morning, and an hour for lunch (12:15 – 1:15pm). During 'playtime' children are provided with a wide range of activities to keep them happy and busy! Foundation children can attend full-time after a staggered start in September or parents can choose for children to remain part-time until Autumn half term. The full teaching day finishes at **3:05pm** and parents should collect them from outside the designated classroom doors. Please be patient if we are late. There are often letters to give out and messages to pass on.

If there is any change in the arrangements for collecting your child please either send a note or telephone the school. We will not normally allow a child to go with a different adult or older sibling without permission from the adult with day to day care responsibility. If, for some reason, parents are late picking up their child then the school will keep them in school and contact parents using emergency numbers.

There is also a before-school, after-school and holiday childcare club for Infant aged children on site called 'Funtastic'. Contact details can be obtained through the school office.

**No dogs are allowed on the school site for Health and Safety reasons.
The school is a Non Smoking Area.**

'Going to Funtastic'



THE SCHOOL BUILDINGS AND GROUNDS

The school occupies a large site with separate rooms for each class, a large hall, ICT suites and library. We also have extra smaller rooms for group work and extensive playground and garden areas. The buildings are well maintained providing a light warm and pleasant place in which to be. The school has an **Accessibility Plan** which sets out future plans to improve access to the curriculum, school information and our buildings. Further details are available from the school office.



GOVERNORS AND STAFF

The Governors and staff at Christchurch Infant School work closely together to provide effective learning opportunities and a safe and caring environment for all the pupils. The teaching team is lead by an experienced Headteacher with a Senior Leadership Team supporting a talented and conscientious team of teachers and support staff. These are listed in the pack provided.

The Governing Body is made up of people from various sections of the community. Some are parents or staff, others represent the Local Authority or the local district council. Some are nominated or co-opted, but parent and staff governors are elected.

From time to time parents are asked to consider becoming parent governors at the school. When seeking new governors we will often give an indication of what particular expertise we are looking for – but it is most important that governors have a commitment to helping the school to do the best we can for all our

children. Please contact the school or any of the other governors if you would like more information.

Our governors work closely with the school to:

- Promote high standards
- Plan the future direction of the school
- Manage financial and staffing issues
- Look after the school buildings
- Make sure all pupils receive the education they are entitled to
- Promote the spiritual, moral, social and cultural education of all our pupils

A list of current Governors is available on the website.

PROGRESS THROUGH THE SCHOOL

Each child's progress through the school is carefully monitored to assess children's understanding and enable future needs to be identified. To ensure continuity on transfer to another class each child is discussed by the teachers and records exchanged.

Simple 'Attainment' on Entry assessment tasks, alongside the governments baseline testing are carried out with our youngest children within the first few weeks at school and we would hope to receive assessment details from our pre-school providers. Year One pupils undertake Phonics checks.

National assessment arrangements are currently under review and we anticipate that Year Two will undertake Standard Assessment Tasks (SATs) in the Summer Term. These give an indication of how your child is progressing against national standards. Details of our most recent SATs results are contained within the prospectus pack.

CONSULTATION

Staff are always willing to discuss your child's progress or well being so please do not hesitate to contact us. If you want to give a quick message please do so in the morning, but if you need to have a longer chat please arrange to see the teacher at the end of the day. If it is difficult for you to get to school, please telephone or drop us a note and we will get back to you. The Headteacher is also very happy to discuss any concerns you may have. If we have any concerns we will contact you as soon as possible. We hold two formal parent / teacher consultations during the year and an Open Evening in the Summer Term. You will also receive a written report for your child once a year. We also host 'open book' opportunities throughout the year to celebrate learning.

In the event of a child's parents not living together, the school will take all reasonable steps to work with and share information with both parents, unless there is a court order to the contrary.

EQUAL OPPORTUNITIES

Every pupil is treated with equal respect in our school. Staff and governors are committed to making our school community a centre of learning where opportunities are equal for all.

The school has a Single Equality Policy and publishes Equality Objectives on the school website along with an Accessibility Plan

Data shows that children from ethnic minorities and those with Special Educational Needs make appropriate progress throughout the school. However the school continues to strive towards improvements and we are endeavouring further develop a more multi-cultured approach to the curriculum and develop the attainment of groups of pupils such as boy writers, more able learners and those requiring support for special needs.

SPECIAL EDUCATIONAL NEEDS and INCLUSION

Many children will need additional help in school at some time. For some a short period of support is all that is needed, for others the support will be necessary throughout their time in school. We currently follow the recommendations of the Special Needs Code of Practice. We have systems in place and trained staff to enable us to identify and cater for a variety of needs and we are happy to listen to any concerns you may have.

Our Special Needs provision is lead by our Inclusion Leader who is available after school and by appointment through the school office. Parents of children with Special Educational Needs being admitted into the school are asked to meet the Inclusion Leader to discuss the child's needs and provision prior to them starting school.

Our Inclusion Policy sets out how provision for children with SEN is managed throughout the school. These documents are available from the school office and are regularly reviewed.

As part of our Inclusion Policy we cater for a range of learning difficulties and physical disabilities. We have a positive and inclusive approach to individual needs and all our curriculum policies support equal access to all areas of the curriculum. We also have provision for pupils whose first language is not English.

The school has an Accessibility Plan which sets out steps to promote equality of opportunity to meet the needs of disabled people. As part of the scheme we survey the needs of the disabled members of our school community on an annual basis. A copy of the Accessibility Plan is available from the school office or on our website.

There is ramped access to the school and two toilets equipped for disabled pupils and visitors. We also have a shower room available.

The school also has a Policy for Very Able and Gifted Pupils.

COLLECTIVE WORSHIP

We have a daily act of collective worship which is broadly Christian in nature, as required by law. Parents have the right to withdraw a child from this activity. Please contact the class teacher if this is your wish and an alternative activity will be arranged.

'Singalong'



WEATHER CONDITIONS

In the event of bad weather or building problems causing the school to close, information will be given on the BCP website. No child would be sent home without a parent's knowledge.

COMPLAINTS

Christchurch Infant School prides itself on its relationships with parents. However, from time to time you may have a concern about aspects of your child's education. We will be happy to look into these concerns. Most concerns are resolved by informal discussion with school staff. This leaflet answers some of the most commonly asked questions.

What do I do if I have a concern about my child's education?

You should discuss your concern with the school. Often informal complaints can be dealt with by classteachers, office staff or the headteacher through informal discussion. Just come and have a chat and usually matters are resolved quickly and concerns addressed. The majority of issues can be dealt with in this way.

Who should I contact at the school?

For informal concerns it would be sensible to contact the classteacher or the Headteacher in the first instance. This should be by letter, telephone or in person.

What if my complaint is unresolved? How do I make a formal complaint?

If you feel you wish to make a formal complaint, then the school has a Complaints procedure/policy to follow.

This is in three stages:

1. Make a complaint in writing to the Complaints Co-ordinator at school. At Christchurch Infants this is the Headteacher, Mr Baxter. He will investigate your complaint and respond within 10 days.
2. If the Complainant is dissatisfied with the outcome of the Headteacher's investigation at Stage 1 and wishes to take the matter further, they can ask for the matter to be considered by the Chair of Governors. The Chair of Governors should provide a formal written response to the Complainant detailing actions taken to investigate the complaint and provide a full explanation of decisions taken and the reasons for them. Where appropriate, it should include details of actions the school will take to resolve the complaint.
3. If the Complainant is dissatisfied with the outcome of the Chair of Governor's response then the Complainant should write to the Vice Chair of Governors who will convene a Complaints Review Panel.

What if my concern is to do with an individual employee of the school? If your concern is to do with the conduct or competence of an individual employee it will be looked into by the school. If necessary it will be dealt with under the school's disciplinary procedures. It cannot be dealt with under the school's complaints procedure.

CONFIDENTIALITY

The school has a policy of confidentiality to enable all members of the school community to feel confident that personal issues will only be discussed with, or divulged to, people on a 'need to know basis'. More details of this policy can be obtained from the school office or on the school website.

Please be aware that there is a legal responsibility for all schools to share information and liaise with all who have parental responsibility, not just the parent who the child lives with. In the event of a child's parents not living together, the school will take all reasonable steps to work with and share information with both parents, unless there is a court order to the contrary. If there is a legal reason why information should not be shared or that access is restricted, then a copy of the court order (or other legal document) must be provided so that the school is fully aware of any restrictions.

Parents can have access to the school's organisational, statutory and curriculum policies and most recent Ofsted report. These are available on the school website. *(The school maintains a publication scheme identifying information available under the Freedom of Information Act 2000)*