



Complaints Procedure

If anyone in the school community feels that this policy is not being followed then they should raise the matter first with the Head of School and, if concerns persists, with the Chair of Governors who will facilitate the appropriate action, which may include an investigation. If there is a formal complaint then the school's complaints procedure will be followed.

Copies of this policy will be available in the staff handbook, from the school office and on the school website.

This policy has been agreed by the Head of School and the Governing Body.

Head of School signature:

Print name:

Date:

Chair of Governors' signature:

Print name:

Date:



As winter sets in, we hope that normal school opening hours will not be disrupted by severe weather conditions. It is the policy of the school to make every effort to remain open whenever possible; however the safety of all pupils, parents and staff remains paramount.

The decision to close the school either before or during the school day will be made by the Headteacher. The school will only be closed if one or more of the following conditions apply:

1. Insufficient staff (CRB checked, first aid trained and fully qualified) are able to travel in to keep the school running safely.
2. Conditions on site are considered too dangerous for the safety of pupils, parents and staff.
3. Conditions are considered to be, or are anticipated to later become, too hazardous for travel.

If the school is to close, a decision will be made by 8 am and the following will apply

- A text will be sent from school to all parents (provided the system is not overloaded and delays messages, which can happen in times of overuse)
- A sign will be placed on the main entrance door to the school.
- A notice will be placed on the website

The school will make every effort to keep parents informed as to opening during adverse weather conditions as early as possible, as we appreciate that such conditions and the uncertainty places very considerable difficulties upon parents. However parents are expected to check the website when it is clear that a closure is a possibility.

The school appreciates that during bad weather children may arrive later than normal; parents should endeavour to contact the school to let them know they are on their way if likely to be delayed. Where the school is officially closed, all absence is counted as authorised absence. In the event of the school having to close during the day due to unforeseen worsening weather or similar unforeseen circumstances, parents will be contacted by phone either at home or work and asked to collect their child/ren. Please note this will only be contemplated in very extreme circumstances.

In the event of snow main pathways will be cleared and salted. Parents, children and visitors should be aware that pathways, even where cleared, do remain dangerous. Children will also be reminded of this in Assembly.

Before and after school opening hours parents are responsible for ensuring their children do not slide on the school playground.

Playtimes may be changed during snow, please ensure children have boots and warm outdoor clothes in school in order that they may enjoy playing in the garden if appropriate weather conditions allow. During adverse weather conditions, playtimes may be held inside.

We will do our best to keep School open but the safety of the children and those who accompany them to school and of the staff has to be the priority.