

# Our Lady of Perpetual Succour Catholic Primary Parental Handbook 2019/2020



Dear Parents

Welcome to a new school year at Our Lady's. I hope that 2019/20 will be an enjoyable school year for your children.

We strive to continue each year to improve standards in Our Lady's in terms of:

- Punctuality & Attendance
- Behaviour
- Achievement & Attainment
- Curriculum
- After Schools activities
- Pupil Enjoyment & Engagement
- Learning Environment and Security

This booklet sets out our expectations from you as parents and what we expect from the children.

### **Privacy Notice (How we use pupil information)**

#### **Why do we collect and use pupil information?**

We collect and use pupil information under the General Data Protection Regulations – GDPR

Article 6 - Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law and

Article 9 Processing is necessary for reasons of substantial public interest, on the basis of law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;

The GDPR came into force on 25th May 2018

We use the pupil data:

- to support pupil learning
- to monitor and report on pupil progress
- to provide appropriate pastoral care
- to assess the quality of our services
- to comply with the law regarding data sharing

#### **The categories of pupil information that we collect, hold and share include:**

- Personal information (such as name, unique pupil number and address)
- Characteristics (such as ethnicity, language, nationality, country of birth and free school meal eligibility)
- Attendance information (such as sessions attended, number of absences and absence reasons)
- Assessment information (such as attainment and progress)

- Medical information (such, if asthmatic, allergies, medication)
- SEND (such as interventions, work with outside agencies)
- Behaviour information (such as records of behavioural incidents)
- Child Protection & Safeguarding (such as CAFs, Child in Need Plans, Child Protection Plans, PEPs, Police VPAs)

### **Collecting pupil information**

Whilst the majority of pupil information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain pupil information to us or if you have a choice in this.

### **Storing pupil data**

We hold pupil data within the legal requirements of the General Data Protection Regulations (GDPR)

### **Who do we share pupil information with?**

We routinely share pupil information with:

- schools that the pupil's attend after leaving us
- our local authority
- the Department for Education (DfE)
- NHS
- External Assessment and Tracking providers who are GDPR compliant.

### **Why we share pupil information**

We do not share information about our pupils with anyone without consent unless the law and our policies allow us to do so.

We share pupils' data with the Department for Education (DfE) on a statutory basis. This data sharing underpins school funding and educational attainment policy and monitoring.

We are required to share information about our pupils with our local authority (LA) and the Department for Education (DfE) under section 3 of The Education (Information About Individual Pupils) (England) Regulations 2013.

### **Data collection requirements:**

To find out more about the data collection requirements placed on us by the Department for Education (for example; via the school census) go to <https://www.gov.uk/education/data-collection-and-censuses-for-schools>

### **The National Pupil Database (NPD)**

The NPD is owned and managed by the Department for Education and contains information about pupils in schools in England. It provides invaluable evidence on educational performance to inform independent research, as well as studies commissioned by the Department. It is held in electronic format for statistical purposes. This information is securely collected from a range of sources including schools, local authorities and awarding bodies.

We are required by law, to provide information about our pupils to the DfE as part of statutory data collections such as the school census and early years' census. Some of this information is then stored in the NPD. The law that allows this is the Education (Information About Individual Pupils) (England) Regulations 2013.

To find out more about the pupil information we share with the department, for the purpose of data collections, go to <https://www.gov.uk/education/data-collection-and-censuses-for-schools>.

To find out more about the NPD, go to <https://www.gov.uk/government/publications/national-pupil-database-user-guide-and-supporting-information>

The department may share information about our pupils from the NPD with third parties who promote the education or well-being of children in England by:

- conducting research or analysis
- producing statistics
- providing information, advice or guidance

The Department has robust processes in place to ensure the confidentiality of our data is maintained and there are stringent controls in place regarding access and use of the data. Decisions on whether DfE releases data to third parties are subject to a strict approval process and based on a detailed assessment of:

- who is requesting the data
- the purpose for which it is required
- the level and sensitivity of data requested: and
- the arrangements in place to store and handle the data

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

For more information about the department's data sharing process, please visit:

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

For information about which organisations the department has provided pupil information, (and for which project), please visit the following website:

<https://www.gov.uk/government/publications/national-pupil-database-requests-received>

To contact DfE: <https://www.gov.uk/contact-dfe>

### **Requesting access to your personal data**

Under data protection legislation, parents and pupils have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's educational record, contact Mrs P McGuffie (Headteacher) at school on 0151 424 6130.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

**Contact:**

If you would like to discuss anything in this privacy notice, please contact:

Mrs P McGuffie, Headteacher, 0151 424 6130, who will pass the necessary details to our Data Protection Officer: Judicium Consulting Ltd.

If you need information about how the Halton Borough Council and DfE store and use your information, then please go to the following websites:

<http://www4.halton.gov.uk/Pages/Home.aspx>

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

If you cannot access these websites, please contact Halton Borough Council or the DfE as follows:

Janet Johnson – Information Governance – ICT Services – Halton Borough Council

Direct Dial Tel: 0151 511 7059 or via email [janet.johnson@halton.gov.uk](mailto:janet.johnson@halton.gov.uk)

DfE - Public Communications Unit Department for Education Sanctuary Buildings Great Smith Street London SW1P 3BT

Website: <https://www.gov.uk/government/organisations/department-for-education>

Email: <http://www.education.gov.uk/help/contactus>

Telephone: 0370 000 2288

Peter Richmond, Divisional Manager - Service Improvement / Governance ,Resources, ICT Services, Halton Borough Council, Municipal Building, Kingsway, Widnes,WA8 7QF

Email: [peter.richmond@halton.gov.uk](mailto:peter.richmond@halton.gov.uk)

for person identifiable data please use [peter.richmond@halton.gcsx.gov.uk](mailto:peter.richmond@halton.gcsx.gov.uk)

Direct line - 0151 511 7003 or Switchboard 0303 333 4300

## Pupil Premium

The Pupil Premium is allocated to schools for children of statutory school age from low-income families who are known to be eligible for Free school meals (FSM) in both mainstream and non-mainstream settings: to children who have been looked after continuously for more than six months and to children whose parents are currently serving in the armed forces.

Schools are free to spend the Pupil Premium as they see fit. However, we will be held accountable for how we have used the additional funding to support pupils from low-income families. We are required to publish online information about how we have used the Premium. This will ensure that parents and others are made fully aware of the attainment of pupils covered by the Premium and the extra support that they receive. This is published on our school website.

Pupil Premium has and will be deployed to staffing and resources meeting identified individual needs to enable children to maximise their progress and meet their potential in an atmosphere of trust and mutual respect.

In order to meet the above requirements, the Governing Body of Our Lady's will ensure that provision is made which secures the teaching and learning opportunities that meet the needs of all pupils. Our priority in the academic year 2019-2020 will be focussed on 'diminishing the gap' for those pupils not on track to achieve the expected level at the end of Key Stage 2, and also to focus on those more able pupil premium pupils to achieve greater depth at the end of Key Stage 2.

In making provision for socially disadvantaged pupils, the Governors of the school recognise that not all pupils who receive free school meals will be socially disadvantaged.

The Governors also recognise that not all pupils who are socially disadvantaged are registered or qualify for free school meals. The Governors reserve the right to allocate the Pupil Premium funding to support any pupil or groups of pupils the school has legitimately identified as being socially disadvantaged.

**Although we are a Catholic Primary School we also welcome children from other faiths and of no faith.**

**All children from Reception through to Year 6 are expected to wear our school uniform.**

**All children, regardless of faith take part in RE lessons following the Archdiocesan 'Come and See' Programme. Parents must contact the Headteacher if they do not wish their child to take part in collective worship.**

## STAFFING 2019/2020

Headteacher	Mrs P. McGuffie
Deputy Headteacher	Mrs H. Donnelly
KS2 Lead	Miss M. Cassidy
Special Educational Needs Co-ordinator	Mrs A. Heston
Reception teacher	Miss J. de Beger
Reception Teaching Assistant	Miss K. Downey
Year 1 Teacher	Miss E. Beckett
Year 1 Teaching Assistants	Miss C. Morris
Year 2 Teacher	Miss C Corkill
Year 2 Teaching Assistants	Miss C. Poulson
Year 3 Teacher	Mrs H. Donnelly
Year 3 Teaching Assistant	Mrs P. Hammell
Year 4 Teacher	Mrs T. Richardson-Hignett
Year 4 Teaching Assistant	Mr A. Stretch/ Mrs N. Jones
Year 5 Teacher	Miss M. Cassidy
Year 5 Teaching Assistant	Miss M Quirk
Year 6 Teacher	Mr T. Easby/ Mrs A. Heston
Year 6 Teaching Assistants	Mrs D. Tansey
Office Manager	Mrs L. Stanley
Administrative Assistant	Mrs. E. Houghton
Maintenance Officer	Mr S. Crawley
Mid-day Assistant	Mrs A. Holian Mrs E. Houghton Ms L. Tomlinson Mrs M. McGarry Mrs G. Wood Mrs D Ashton Mr S. Crawley
Cleaner	Mrs H. McGarty
Kitchen Staff	Mrs D. Quayle Mrs B. Holland Mrs Y. McKeown Mrs L Keeley

## **HEALTH & SAFETY**

### **Parent Access to School**

- Parents are not permitted to walk through school with their child to class; the child will be accompanied by a member of staff.
- Parents wishing to see a member of staff should speak to Mrs. Stanley or Mrs Houghton in the school office.
- No dogs are allowed on the school grounds. Anyone who does bring a dog onto the school grounds will be asked to leave.

### **Smoking**

- Our school is a no smoking area. This applies to staff, parents and visitors. Smoking is not permitted in school or around the areas of the school.
- Children are taught in the Science and PSHE curriculum about the health dangers of smoking.

### **Safety of children**

- Children must be collected from school at 3.00pm by a responsible adult. Children under the age of 16 should not be collecting siblings from school. If someone else is collecting your child from school other than you, please inform the school as early as possible.
- We understand that there are some parents who request that the child's mother or father does not pick up their child or have access to the child in school. The safety of your child is important to us and sometimes this can put the school in a difficult position if the adult still has parental rights. If this is the case the only way, we can refuse access is if we have a solicitor's letter stating that mother or father does not have parental rights. A copy of this letter should be kept in the child's confidential file in the school office.
- We understand that some children may wish to start wanting to walk home from school on their own particularly in the Summer Term. Obviously this is at your own discretion but we advise that children in only Years 4, 5 & 6 are given this responsibility. If you wish your child to walk home, we must have a letter from you (the parents) giving permission for your child to walk home on their own. Once your child leaves the school premises it is the responsibility of the parent to ensure the safety of your child and not the school.
- If you change your telephone number, mobile number or email address throughout the year it is important that you let us know about it. There have been times when we have tried to contact parents and we have been unable to. This also applies to change of addresses or any other information that you think the school needs to know.
- If you are wishing to change schools, we advise that firstly you speak to the Headteacher before making this decision as sometimes moving a child from school can cause distress but we understand that often it is unavoidable due to family circumstances. However, it is advisable to let the Headteacher know you are considering changing schools before making this important decision.

## **School Uniform**

**Our school colours are blue and gold/yellow.**

Boys Grey Trousers, Girls Grey Skirt

White shirt and School tie, White blouse and School tie

Blue V neck jumper with school badge, Blue Cardigan with school badge (available from Boydells)

Black Shoes (not trainers)

White or grey socks or appropriate tights

Grey trousers may be worn in the winter

In the summer, short grey trousers may also be worn. Girls may wear blue dresses (and white cardigan if desired.) The blue V Neck jumper/ cardigan with the school badge is worn throughout the year.

We ask parents for full support for the correct school wear. The child in uniform identifies with their school and friends.

Their attitude and neat dress is reflected in good school work.



## **No jewellery (exception of small plain studs and watch) is allowed.**

Extremes of haircuts including 'passing' fashions are not appropriate in our school where our high standards of appearance are viewed with pride. Girls should wear appropriate hair accessories. You are welcome to see a copy of the school's uniform policy which highlights what our children should wear including what entails as an "extreme hairstyle."

We ask that all items are labelled with the child's name.

## **P.E**

White and blue PE kit and black pumps. Local uniform shops are able to provide these items.

It is important for health reasons for children to change for P.E. They need to change after the session. The same applies following after school activities. The children must walk home in their uniform. This is for Health & Safety.

**Physical  
Education**



## Swimming



Year 5 and Year 6 children accessing our Swimming Programme must have appropriate swimwear.

Please note Swimming lessons are an essential part of the National Curriculum and children are expected to participate in these lessons. If parents do not wish to allow their child to take part in swimming lessons a letter must be handed into the Headteacher with an appropriate explanation.

## START OF THE DAY



- We expect all children to be on the playground at 8.45am.
- Parents are welcome to wait with their child on the playground.
- Teachers will ring the bell at 8.45am and collect the children from the playground.
- Staff will be on the playground from 8.35am
- Children arriving after 8.45am must enter through the main door.
- Arriving on time ensures a calmer start to the day and allows your child and all children to receive improved learning opportunities. It is important that your child arrives in school promptly.

## ILLNESS



We understand that children are occasionally ill and are unable to attend school.

If this is the case, then we expect parents to: -

1. Contact school before 9.30am.
2. Depending on your child's attendance record, school may require medical evidence.

All children's attendance is monitored and reviewed by Kay Ratcliffe our Education Welfare Officer.

Please note that due to national guidance from the Government, school cannot authorise any holidays during term time, unless there are "special" circumstances.

A penalty notice may be issued in respect of unauthorised absence from school. Parent/carers will have 21 days to pay £60 per parent/carer per child. If this is not paid within 21 days, the fine increases to £120 per parent/carer per child. Failure to pay after 28 days will result in legal proceedings in the magistrate's court.

Parents may request further information from the school office.

The school must be informed by telephone on the first day of absence together with the reasons given or in person by the parent/guardian/carer to the School Administration Office.

The school will contact parents whose children are not in attendance on the same day of absence (if we have not been informed by 9.30am). When problems with attendance or punctuality are identified the School's Education Welfare Officer will become involved initially in a supportive way. This may include home visits.

Awards are given to classes and individual children for good attendance. Parents must fill in an

Absence Request Form for authorised absences.

Children are only in school for 190 days.

We expect every child to achieve at least 97.0% attendance.

### **MEDICAL APPOINTMENTS**

- If possible, please arrange for any medical appointments to be made outside of school time.
- If appointments do have to be made in school time, then school requires to see proof of appointment.

### **MEDICINES**

- Children who are prescribed medicine and need to have it administered in school must request a consent form from school, which then needs to be completed by you stating what medicine the child takes and the dose. Staff are trained to administer medication once forms have been completed and as long as it is prescribed by the doctor and has a label stating your child's name and dose required. These medicines will be stored in a secure cupboard.
- Children who need inhalers must keep them with them at all times
- Please ensure that there is sufficient medicine in school for your child.

### **ACCIDENTS**

Unfortunately, from time to time, however careful we all are, accidents do happen. At present we have a number of staff who are qualified First Aiders and we have two staff who are paediatric first aiders. All accidents will be recorded in our accident book and depending upon the seriousness of the incident parents will be informed either immediately by phone, verbally when the child is collected or on an accident slip which will have been given to the child.

If it is an emergency, we will not hesitate to phone an ambulance.

Please ensure that your contact details are always up to date as this enables us to make immediate contact with you in the event of such an accident.

### **SCHOOL LUNCHES**

- School lunches provide an excellent nutritionally balanced meal.
- We would recommend all children having a school meal.
- Detailed menus are displayed in school.
- All meals (£2.50 per meal) should be paid through the School Comms Gateway. If you need to be set up on this APP, please speak to the school office.



If you qualify for Free School Meals due to your personal circumstances, please contact the School Office for further information.

Learning to share a meal is a very important part of your child's education.

All children in Reception, Year 1 and Year 2 are entitled to a free meal and we encourage parents to take this up.

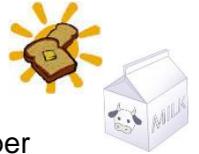
### **PACKED LUNCHES**

- Please ensure that packed lunches are stored in suitable containers and bags with the child's name clearly visible. Carrier bags are not acceptable.
- As we are part of Healthy Schools, we encourage you to provide your children with healthy packed lunches for school.



### **SNACKS**

- Milk/toast/fruit or juice – if your child would like milk and toast each day the cost of this is 25p per item. If they would like juice or fruit, then they are 30p per item, with the exception of bananas which are 40p each.
- Children in the Infants will be provided with free fruit each day.
- We also encourage our children to drink water throughout the day. Children may bring in their own water bottle. Please ensure that the water bottle is taken home and washed daily. It is the responsibility of the child to look after their own water bottles. We have purchased water coolers throughout the school for the children to use.
- All snacks are to be paid through the School Comms Gateway.



### **CHARGING & SCHOOL TRIPS**

If you want your child to have an enriched curriculum with exciting learning opportunities, then we ask all parents to contribute financially. If you are experiencing financial hardship, please contact Mrs. McGuffie who will listen sensitively to your situation.



### **PAYMENTS**

- All payments are to be made through the School Comms Gateway.

### **BULLYING**

Bullying is repeated behaviour which makes a person feel unhappy, uncomfortable, intimidated or persecuted.

- It could be persistent name calling or spreading rumours.
- It may be excluding someone from an activity.
- It might be unwanted physical contact.
- It may be cyber bullying

We do not accept any form of bullying and all staff will treat this with utmost seriousness.

## **BEHAVIOUR**

We expect the highest standards of behaviour from all children at all times. However, at times we all do things wrong, it is our job, with your support, to make children understand what they did was wrong, why it was wrong and how to put it right. We appreciate and expect your support with how we deal with behaviour at Our Lady's.



## **HOUSE SYSTEM**

All children from Reception are allocated to a House on entry to Our Lady's. Each week house points are collected and presented at the Celebration Assembly on Fridays. The winning house will have the privilege of coming to school in their own clothes on the last Friday of each half term.

## **HEADTEACHER AWARD**

Headteacher's awards are presented each Friday to two children from each class. These children receive a certificate and are invited to afternoon tea with the Headteacher. Parents/carers will receive a letter informing them that their child will be presented with a certificate that week.

## **PARENT AND TEACHER MEETINGS**

### Can I talk to the teacher?

A quick word, as the children are collected, unless it is urgent, is unfortunately all that is possible in the morning. An appointment can be made to see the teacher at the end of the day.

Please contact the school office where Mrs Stanley or Mrs Houghton will be glad to arrange an appointment for you.

## **PARENT MEETINGS**

We expect all parents to attend. It shows your child and school that you value their education. Meetings are held in the Autumn Term and the Spring Terms and you will be notified in advance of these meetings.

You will also be provided with an end of year report,

All children have an entitlement to ...

- A daily English lesson
- A daily Mathematics lesson
- Religious Education following the Come and See programme.
- Taking part in acts of Collective Worship
- Weekly Physical Education lesson sessions.

- A weekly Computing lesson
- Weekly Science lessons
- Handwriting and spelling sessions



## SCHOOL CURRICULUM YEAR 1 -6

### RELIGIOUS EDUCATION



We use the Liverpool Archdiocesan Syllabus 'Come and See Programme.' The programme covers all ages from Nursery to Year 6. We try to live our Catholic faith daily, in our behaviour to each other and in our teaching and learning. In this way we aim to 'hand on' the faith to the children of Our Lady's School. In effect we live daily our Mission Statement.

### HOMEWORK

Children at Our Lady's will be given homework according to their particular age group.



We expect-

- Children to do the homework we set
- Parents to provide their child with support

### READING

How can parents help with reading?



- Make reading fun
- Read the book every day with your child, every day you will find something new. The more you read it with them the more they will get out of it.
- Use the pictures (please do not cover them up!). The pictures are an important part of learning to read, they are not just there for decoration.
- Return the book on the correct day so that your child can choose another book from our wonderful library.
- Take them to your local library
- Be a role model of reading, if children see you reading, then they are more likely to copy.
- Buy them a book for their birthday or other special occasions.

READING is one of the most special GIFTS we will ever receive and maybe the most AMAZING

ACHIEVEMENT in our learning journey.

Your child will receive a reading book and a reading record book. Please read regularly with your child and record this in their reading record book.

## SPELLINGS



Children will be given weekly spellings, if appropriate. These may be High or Medium frequency words (the most commonly used words) or groups of words that follow particular spelling rules. The number of words given will vary.

How can parents help with spellings?

- Ask your child the spelling and they can either write or say the answer
- Support them using LOOK/SAY/COVER/WRITE/CHECK
- Identify the words in the book, especially their reading book
- Put the words in context, so that they understand the meaning of the word

## MATHEMATICS

Children are expected to learn their number bonds and multiplication facts.



### What are number bonds?

- Pairs of numbers that add up to a given total.
- Number bonds to 5 include (1+4), (2+3), (0+5)

Children are expected to learn their number bonds for rapid mental recall. This will help them throughout their life. They will learn number bonds to 5, 10 and 100.

### Multiplication Facts

- Children are expected to learn multiplication facts up to 12 x 12.
- The easiest ones to learn first are x1, x10, x2 (doubling) and then x5

### How can parents help with number bonds and multiplication facts?

- Write them out
- Identify patterns in the numbers
- Play quizzes
- Ask questions
- Buy a wall chart

Objects are always a great way to support children with their number bonds and multiplication facts, especially if the objects you are counting can be used as a reward or treat at the end.

## LEARNING CHALLENGE HOMEWORK

Children will be given other tasks to do that will be linked to their Learning Challenge topic for that half term.

## **EXTRA-CURRICULAR ACTIVITIES**

There is a full range of extra-curricular activities mainly based around sports team games. We also offer non-sporting activities.



All activities change throughout the school year. There are also other clubs, which operate for a

limited time only, about which children and parents are informed.

## **EMPOWERING OUR PUPILS**

School Council



Our Lady's school council is made up of 2 pupils from each class in Years 1-6. The pupils are elected by their classmates. Everyone is invited to make a speech and stand for election if they wish to do so.

The objective of the school council is to help all pupils to;

- Enjoy and feel empowered by their education
- Feel that their school listens and responds to their needs and views
- Have a say about decisions, and to play an active role in making their school a better place
- Develop life skills through participation

## Holiday dates 2019-2020

### **2019: Autumn Term**

Wednesday 4th September School opens

Thursday 24th October School closes for half term

Monday 4<sup>th</sup> November School open

Thursday 20<sup>th</sup> December School closes

### **2020: Spring Term**

Tuesday 7<sup>th</sup> January School open

Friday 14<sup>th</sup> February School closes for half term

Monday 24<sup>th</sup> February School open

Tuesday 3<sup>rd</sup> April School closes

### **2020: Summer Term**

Monday 20<sup>th</sup> April School open

**Friday 8<sup>th</sup> May Bank holiday**

Monday 11<sup>th</sup> May School open

Friday 22<sup>nd</sup> May School closes for half term

Monday 1<sup>st</sup> June School open

Friday 17<sup>th</sup> July School closes for summer

### **INSET**

2<sup>nd</sup> & 3<sup>rd</sup> September 2019

25<sup>th</sup> October 2019

6<sup>th</sup> January 2020

## Parent Code of Conduct

At Our Lady of Perpetual Succour Catholic Primary School, we are very fortunate to have supportive and friendly parents and carers.

We expect parents and carers to show respect and concern for others by: -

- Supporting the respectful ethos of our school by setting a good example in their own speech and behaviour towards all members of the school community;
- Working together with teachers for the benefit of children.
- Correcting own child's behaviour, especially in public where it could otherwise lead to conflict, aggressive or unsafe behaviour;
- Respecting the school environment, including keeping the school tidy by not littering.
- Following the parking rules and doing the right thing when delivering and collecting children from school.

**In order to support a peaceful and safe school environment, the school cannot tolerate: -**

- Disruptive behaviour which interferes with the operation of a classroom, an office area or any other part of the school grounds;
- Using loud and/or offensive language or displaying temper;
- Threatening harm or the use of physical aggression towards another adult or child.
- Damaging or destroying school property;
- Abusive or threatening emails, phone or social network messages;
- Smoking and consumption of alcohol or other drugs or accessing the school site whilst intoxicated.

Parent/Spectators are reminded that in Our Lady's Primary School we aim to:

- Show respect, dignity and total sportsmanship at all times – demonstrate appropriate social behaviour. The more your children see you acting responsibly, the more they will do the same.
- Respect the officials and the decisions they make and not get involved with the action on the court/pitch.
- Applaud good performances and efforts from each team.
- Encourage players to follow the rules and the officials' decisions and never ridicule a young player for making a mistake.
- Accept that any inappropriate behaviour will result in them being asked to move away from the playing area.
- Realise that the experience should be "FUN" for the child.

The above behaviour on school premises will be reported to the appropriate authorities and Governors may prohibit an offending adult from entering the school grounds to safeguard our school community.

## COMPLAINTS PROCEDURE

The first point of contact is the child's teacher. If you are not satisfied with the outcome the next point of contact is the Headteacher, Mrs. McGuffie.

Every complaint will be listened to and investigated fully and dealt with as quickly as possible.

Parents will be informed of the outcome.

If you are not happy with the outcome, the second point of contact is the Chair of Governors.

The Chair of Governors can be contacted by letter addressed and marked 'private and confidential'. The letter should be handed to the school office.

Other governors including the parent governor must not be contacted or consulted with regard to any complaint at any stage. This is to prevent them becoming tainted and therefore excluded from any disciplinary committees that may be required as a result of the complaint

Your child is our priority, we hope the information in this book will help you, to help your child to be organised, meet expectations and enjoy their time at Our Lady of Perpetual Succour Catholic Primary School.

We would ask you to keep this handbook safe as we hope it will answer many of the questions you may have now or in the future.

We wish you a happy and successful year at

Our Lady's!

Thank you for your continued support.

Mrs. P. McGuffie

Headteacher