

1. GENERAL INFORMATION

St Anne's RC Primary School

Clarendon Road
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Chair of the Governing body:

Fr J Clarke

Telephone:

0161 370 1615

Headteacher:

Mrs E Gaffney

Deputy Headteacher:

Mrs A Duffy

Bursar:

Mrs M Derbyshire

School Secretary:

Mrs C Heath

Local Education Authority

Tameside Metropolitan Borough Council

Address (LEA)

Council Offices

Wellington Road

Ashton under Lyne

OL6 6DL

LEA Telephone:

0161 342 8355



Welcome to St Anne's RC Primary and Nursery School

This booklet has been produced to provide you with information about the school, its aims and the curriculum. If you would like further information or explanation on any part of this document please do not hesitate to arrange to call in and discuss it further with me.

If you would like to visit the school during a typical working day, please contact us and we would be delighted to show you round.

We look forward to sharing these very important years in your child's life.

Please be aware that the information contained in this booklet was correct at the time of publication (March 2017).

This booklet is published in accordance with the requirements of the 1980 education Act, The Education Regulations 1981 (School information) and The Education Regulations 1989 (School Curriculum and related Information).

E Gaffney

2.0 THE SCHOOL AND ITS AIMS

Mission Statement

*“To help every person here to achieve
his or her best in work and in play.
To celebrate whatever is good
And to follow in the footsteps of Jesus
By supporting and forgiving each other,
For the honour and glory of God”.*



2.1 The school

St Anne’s is a Roman Catholic school and, as such we are committed to making our school a place where the true values of supporting, helping and forgiving each other will be evident in all we do, allowing each individual to achieve his or her very best and to develop in all areas of work and play.

In our school every adult and child will be affirmed and valued, creating a truly Catholic environment in which the Gospel values will be reflected in how we foster caring and harmonious relationships throughout our school.

St Anne’s is a one form entry Roman Catholic Voluntary Aided School for children aged 3 to 11 years. The school has a Foundation Stage/Key Stage 1 block, a Key Stage 2 Block and an administration block.

The school has 6 class areas and an Early Years area, which includes the Nursery and Reception aged children and a number of shared areas including the “quad” and library.



Number on roll:	213
Nursery:	28
Teaching Staff:	11 (Including the Headteacher)
	(10 full time and 2 part time members of teaching staff)

2.2 The school day

A fully qualified staff provide competent and caring before and after school care for a small cost. Details of this service are available from the Headteacher, Mrs Partridge or the office, situated in the main entrance of the school. *Please ensure that your child is accompanied on the playground at all times prior to the start of the school day and that your child is collected on time at the end of the school day unless they are registered for attendance in the Breakfast or After School Club.*



Whole School	
8:50am	Children are assembled.
9:00am - 9:10am	Registration and prayers/assembly
9:15am - 10:30am	First session
10:30am 10:45am	Playtime
Foundation Stage and Key Stage 1	
10:45am 12:00pm	Second Session
12:00pm - 1:00pm	Lunchtime
1:00pm - 1:10pm	Registration and prayers
1:10pm - 2:30pm	Third Session
2:30pm - 2:40pm	Play Time
2:40pm - 3:10pm	Story Time
3:15pm	End of school day
Key Stage 2	
10:45am 12:20pm	Second Session
12:20pm - 1:15pm	Lunchtime
1:15pm - 1:30pm	Registration and prayers
1:30pm - 2:50pm	Third Session
2:50pm - 3:10pm	Story/Extended Literacy
3:15pm	End of school day

2.3 School Organisation

Classes are organised in single year groups of mixed ability. A variety of teaching methods is used, ranging from individual attention, small group work (that may be with an adult) and whole class teaching. Each class receives support from a member of staff during the week in addition to the class teacher.

We have a qualified, Sports coach in school each Wednesday for Key Stages 1 and 2. The coach leads an after school multi-skills club each Wednesday. Lee delivers an exciting story-led PE session with the Foundation Stage each Thursday. Each Friday afternoon Foundation Stage children have the opportunity to take part in a balance and co-ordination sports session. Friday football for Key Stages 1 and 2 is available after school. Mrs Derbyshire each Wednesday for singing and piano lessons. The Music Service are in most days delivering music lessons.

2.4 Admissions Policy

Admission to the school will be made by the Governing Body in accordance with the Diocesan and Government Guidelines.

A full copy of the Governing Body Admissions procedure is available on our web-site or from the office on request.

2.5 Behaviour

A high standard of behaviour is expected and is maintained in the school. The policy adopted on behaviour supports a firm but fair and positive approach that is fully compatible with our Christian values. There are agreed departmental, school and class rules. We expect standards of behaviour to ensure that the school can function in an orderly way and that the education of all our children can take place in a calm, safe environment. A copy of St Anne's policy on Behaviour can be found on the school's web-site. Each September children will work with their class teacher to develop a Behaviour Plan, reflecting their beliefs on rules, rights and responsibilities. Copies of these are displayed in each classroom and are shared with parents in September at a group parent teacher meeting.

We use in-school rewards such as stickers, certificates and Good Work Assemblies to encourage positive behaviour and attitudes. Parents and our Community are encouraged to attend these celebrations each Friday morning.

There is an expected Code of Conduct for all parents, a copy of which is sent out each September. *(Also available on the web-site).*

3.0 CURRICULUM

3.1 Religious Education

St Anne's is a catholic major part in school life. It is active part in the religious



The Religious Education Guidelines, advocating "Come and See" clearly children will participate in the year. These will take place both in school and at church.

school and Religious Education plays a expected that all children will take a full and life of the school.

syllabus is based on the Salford Diocesan "The Way, The Truth and The Life" and follows scripture and the liturgical year. The many celebrations throughout the course of

The Year 3 children take part in the celebrating the sacraments of Communion in partnership with their



Sacramental Programme, Reconciliation, and Holy family, parish and school.

Parents may withdraw their child from we strongly advise you to discuss any withdrawal from the Religious Education Worship with the headteacher. One of the existence is to impart religious Education to the children in its care, as determined in the trust deed of the school.

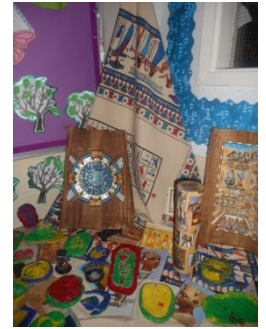
Religious Education. However, reason you may have for curriculum, and/or prayer and reasons for the school's

3.2 Curriculum Content



Children in the Early Years (Nursery and Reception) follow the Early Years Foundation Stage Curriculum. The emphasis at this stage is learning through play and developing life-long learning skills. The play at St Anne's will be structured to support children's learning through the practical aspects of play whilst developing the necessary skills in speaking and listening, reading, writing, mathematics, Computing and knowledge and understanding of the world. The children will

also be given opportunity to develop physically, creatively, socially and emotionally through a range of indoor and outdoor play.



Key Stage 1 and Key Stage 2 children (years 1 to 6) will follow the National Curriculum Guidelines in English, Mathematics, Science, Design Technology, Computing and Programming, History, Geography, Music, Art, Physical Education and SMSC, Citizenship and Sex Education.



Emphasis will be placed on English Language and Mathematics, following the Guidelines in the September 2014 National Curriculum, where appropriate subjects will be taught to children discreetly and through a range of carefully chosen themes, allowing children to build on prior learning.



All our children will be provided with a rich, broad and balanced education to promote their spiritual, moral, cultural, social and physical development and which provides a wide range of opportunities, responsibilities and experiences to prepare them for

the future. The emphasis at St Anne's is very much on a creative curriculum, with "Excellence and Enjoyment" being central to our learning and teaching.

Appropriate resources are available for each subject including a fully equipped Computer suite to enhance children's skills in all curriculum areas. A fully inclusive INTERNET and E-Safety Policy is in place to ensure the safety of all our children and parents and children are asked to read this and sign the agreement annually saying they will use technology safely.

3.3 Assessment

A Foundation Stage Profile is compiled of each child in the Early Years which informs subsequent teachers of each individual child's needs and abilities. Parents are actively encouraged to contribute to these, as their knowledge of their children at this very early stage is extremely important.

Continuous (formative) assessment is undertaken of the needs of each individual child as she/he progresses through the school and careful records of this assessment will be shared with you on the occasions of Parent-Teacher meetings during the year. Formal (Summative) assessment will take place termly to assist staff in tracking the progress of each individual child.

Individual records are kept on all our children from Years 1 to 6. These will reflect children's attainment and progress each year and are designed to be informative to parents, who will have access twice yearly and to inform subsequent teachers of annual progress. We ask that you comment on and sign these records to record your attendance at the meetings.

3.4 Homework



Homework will be set appropriately to the ability and needs of our children. We will endeavour to ensure that homework is relevant to the themes and particular areas of study being addressed in classes. It is expected that parents will support the school's policy on homework and provide relevant support to their children.

3.5 Home School Agreement

The partnership between home and school is extremely important for the benefit of your child. It is with this in mind and in accordance with government legislation we ask all parents to sign a home/school agreement. It is expected that all families will indeed sign this agreement in recognition of its importance.

3.6 Special Educational/Additional Needs

Appropriate provision is made for each child's needs based on teacher assessment. Sometimes this will result in your child being given additional support for a period of time to best meet his/her needs.

This provision may take the form of individual or small group input from a special needs assistant or teaching assistant. Your child will follow a planned programme to support their education, which will be monitored by the class teacher and the Special Educational Needs Co-ordinator to ensure your child is making progress.

The necessary provision may sometimes be more extensive and in these circumstances a full assessment would be carried out by a professional (such as the Educational Psychologist), linked to the school and the LEA.

This may result in a child having an Education Health Care Plan. In this instance the child would receive additional support for his/her education.

We currently do not have any children in school with an Educational Health Care Plan receiving their education, supported by a learning assistant.

Our Additional Needs Policy is available to parents and is located on the web-site and is available from the office in the Main Entrance

We aim to identify any areas of additional need as early as possible so as to provide appropriate teaching and learning and, to be supportive both to parents and children.

Provision for any child with additional needs is best when parents and the school work in partnership for the good of the child. We will always inform and consult parents whenever special provision is being considered.

The Governing Body recognises its statutory duties towards Special Educational/Additional Needs. A member of the Governing Body is responsible for SEN and the financial commitment is always of a high priority. A member of staff has responsibility for the co-ordination of Special educational Needs on a day to day basis and all staff are aware of their responsibilities with regard to the SEN Code of Practise. The Governing Body, as part of its statutory duties reports on the SEN provision at Governing Body meetings.

Irrespective of special provisions made we will always seek to ensure that every child in our care has access to a curriculum which is both broad and balanced.

3.7 Complaints

Parental concerns are generally resolved with the class teacher or headteacher on an informal basis. If you feel a matter has not been resolved the route for formal procedure should ensue. **Please refer to Appendix I.** The Complaints Policy is available on the website or to parents on request.

3.8 Sex Education

“In The Beginning” is a programme which combines elements of science with the church’s teaching on personal and social education and can be viewed on the Parents Notice Board. A trained nurse assists in the delivery of the sex education programme in Years 5 and 6. This is generally during the Summer Term and in line with the Catholic ethos and beliefs. Parents are given the opportunity to attend the parent session annually and prior to the children viewing the DVD.

3.9 Pastoral Care

As part of the ethos of our Catholic school all members of staff are involved in the pastoral care of your child whilst they are at school. We are fortunate to have an excellent Learning Mentor, Mrs Brennan based in school. The school is also well served by our School Nurse Team (based at Denton Clinic), The Educational Psychology Service and The School Health Service (covering dental care and speech therapy).

3.10 Statutory and Optional Tests

The Reception children will be assessed at the start of and throughout the year through observation and activities based on the Foundation Stage Profiles. This provides a picture of the children’s attainment and ability as they progress to Key Stage 1.

In Year 1 all children will take the National Phonics Screening Test. At the end of Key Stage 1 (Year 2) and at the end of Key Stage 2 (Year 6) children are assessed by National tests (Standard Attainment Tests). In Key Stage 1 (Year 2) this will include English, Mathematics and Science. The results are published annually and are analysed and monitored in school. Key Stage 2 Targets, and results of the 2017 Key Stage 1 and Key Stage 2 Standard Assessment Tests (SATs) appear on the wb-site.

Children from Year 1 to Year 6 will be assessed termly to assist us in target setting, teaching and tracking the progress of your child.

3.11 Sport

We are fortunate at St Anne's to have extensive school grounds. The playing field is used when the weather is clement, but our three playgrounds are in use all year round. Our playgrounds are well equipped and our staff well trained, to ensure that children's play, as far as possible is structured and purposeful.

Our grounds are used for break and lunch time play and for PE and games lessons, unless the weather is inclement when such lessons would take place in the school hall.

Physical Education is an important part of the statutory National Curriculum and at St Anne's we are committed to all our children taking a full and active part in all aspects of physical education. This will include dance, gymnastics, games and swimming throughout their time at our school. It is imperative that every child has a PE kit in school at all times in order to fully take part in all lessons. This should comprise of a white T-shirt, black, white or maroon shorts and a pair of black pumps (the Velcro-type is preferable for the younger children). PE bags remain in school for a half term. We ask that parents check pump sizes during half term and return the PE kit in a PE bag. Plastic carrier bags are not acceptable for reasons of Health and Safety. It is advisable for Key Stage 2 children to have a pair of trainers and tracksuit bottoms on PE days during the Winter months as some of the PE lessons will take place outdoors.

We have invested in experienced sports coaches who works with children from Nursery to Year Six in school each week. The focus is on a number of Games activities, including the teaching of skills, techniques and rules. This specialised time also highlights the importance of exercise in our daily lives.

We also have a specialised coach working with the children from the Nursery and Reception Classes each week. They focus on balance and co-ordination. This gives our children a positive introduction to sport in school.

In Key Stage 2 the school takes part in a range of competitive sports, including competitions against other schools.

Jess, from Destination Dance, will teach whole school dance periodically throughout the year and runs after school classes for Key Stage 1 and Key Stage 2 children. Irish Dancing lessons are also available after school each Thursday.

4.0 PARENTAL SUPPORT

We ask all our parents to support our school on its work with your children. Assemblies, liturgies, Nativities, concerts etc are always extremely well supported by our parents. We also hold "Experience Afternoons" where we focus on a specific area of the curriculum and you are able to join us in class to experience this with your child.

4.1 Child Protection (requested LEA / Government statement)

. A Full copy of our Child Protection and Safeguarding Policy is available on the website. All schools are expected to play an important part in the protection of children Parents, therefore, should be aware that where it appears to a member of staff that a child may have been abused, the school is required to report the matter to the Social Services Division **immediately**. In such a situation it would be likely that a **social worker** and not the school who would contact the parents.

This requirement forms part of the Local Authority's procedures for Child Protection and is not a matter for the discretion of individual headteachers or staff. The same procedures are obligatory in all maintained schools.

4.2 Reporting to parents

As a staff at St Anne's, we welcome and, indeed encourage our parents to come into school to speak with the head or class teacher if they have any concerns. It is advisable to make an appointment, but this is not always necessary.

We have more formal, prearranged meetings throughout the year as follows:

Autumn Term: A meeting for staff to introduce themselves and discuss what it is your child will be studying throughout the forthcoming year.

An individual Meeting to discuss your child's start to the school year.

Spring Term: This meeting is designed to discuss your child's progress to date and to set any necessary targets for the remainder of the year.

Summer Term: This meeting is designed to celebrate your child's achievements throughout the year.

You will be informed at the start of each year of the themes and areas for study for your child's class. This is so that you may support his/her education outside school and if you have any relevant resources in connection with these areas staff would be delighted to receive them into their classes at that time.

At the end of the school year you will receive a written report on your child's achievements throughout the year.

4.3 Parent help in school

We both need and value help from our parents in school. There are a range of activities that we could use your support for. Whilst we recognise that many parents are busy during school hours there are still some jobs that need doing out of school hours and "volunteers" are most welcome. We try to "recruit" at regular intervals throughout the year, but will be delighted to receive volunteers at any time. In accordance with government and LEA legislation all parent helpers will have to be Police checked.

We have an active Parents and Friends Association and hold a variety of coffee mornings in school covering different topics: These usually stem from requests by Parents.

5.0 ADMINISTRATION

5.1 School Dress

We ask for full parental co-operation in sending your child to school suitably dressed. The uniform is as follows:

Grey skirt, pinafore or trousers
White shirt, blouse or polo shirt
A school tie



Black shoes which are “sensible” enough to allow for your child to enjoy the outdoor areas.

Please do not send your child in trainers.

A maroon sweatshirt, jumper or cardigan.

(These are currently available with the embroidered school logo from the Tesco website, but are not mandatory. Any maroon coloured jumper, sweatshirt or cardigan would be acceptable).

We will review parental opinion on quality and service in March 2018.

We request that in order to engage fully in physical Education your child has a PE kit in school at all times. These items should be kept in a pump bag and will remain in school until the end of each half term, when they will be sent home for washing.

We ask that hair styles of both boys and girls are conducive to children remaining focussed whilst in school.

Your child will be encouraged to take responsibility for all his/her belongings whilst in school and, therefore, each item of clothing **must** be labelled in order to assist with the identification of belongings. Please do not send your child with large or cumbersome bags as these clutter the cloakroom areas and can be the cause of health and safety concerns. If in doubt please consult with school prior to purchasing items of uniform.

5.2 Jewellery

For health and safety reasons we request that **no** jewellery is worn in school.

5.3 Punctuality

Punctuality is an important aspect of life and is fostered in school as part of your child’s education. The school doors will remain open from 8:50am until 9:00am.

The entrance doors will be closed and locked to ensure the safety of all our children at 9:00am and we ask that all children are in school by this time. If, however your child is late, for whatever reason, we request all parents to accompany their child into school via the main entrance and acknowledge their child’s attendance by signing them in at the office.

5.4 Absence

We expect all children to be in school at all times when they are not ill.

A letter will be sent to the parents of children whose attendance falls below 90%

If your child is absent for any reason we ask that you inform the office by telephone or in person on the first morning before 9:00am.

If your child has a pre-arranged appointment for the doctor's, hospital or dentist which requires him/her to either be late for school or during school hours we request that you notify **the office** as soon as you are aware of the details.



Attendance for this academic year: 97.22%

Authorised absence: 2.47%

Unauthorised absence: 0.31%

If your child has been absent for any reason you will need to call in at the office to sign him/her back in to school on the first day they return. Alternatively a letter explaining the absence, including dates and details of the illness can be sent in to school marked for the attention of the headteacher.

If parents fail to notify school it may sometimes be necessary for our Learning Mentor to contact you in order to clarify the reason your child is not in attendance.

The details of any child who is persistently late or absent will be passed directly to the Education Welfare Officer.

5.5 Change of details

It is imperative that you notify Mrs Heath if there is any change to your personal details, such as address, telephone numbers or emergency contact details.

5.6 Lunch time and playtime snacks

School aims to promote healthy eating through our curriculum and as such we ask parents to send in "Fruit only" snacks. Milk and wholemeal toast will also be on sale at break times each day at a cost of 10p per slice (max. 1 slice per Key Stage 1 child and 2 per Key Stage 2 child). Milk and toast can be purchased from school and **must** ordered on a half-termly basis and is payable in advance. It will **not** be possible to offer refunds for absences. Monies are requested in advance and should be placed in an envelope with your child's name, class, amount and stating what the money is for. Cheques should be made payable to *St Anne's School*. A reminder will be sent out each half term but it remains the responsibility of parents to ensure their child's money is paid prior to the end of each half term.

Children can access unlimited amounts of mineral water in school. We ask for a contribution towards the cost of this facility. Payment can be made by enclosing the following contributions in an envelope, clearly marked with your child's name, the amount of money and "water". £3 per year or £1 at the start of each term.

Water bottles are also available from the school office at a cost of £2. These can be brought to school each day, filled with water as necessary and taken home on a daily basis to be sterilised.

Please encourage your child to remember to take responsibility for his/her water bottle and to assist the teaching staff with this we request that you ensure your child's bottle is clearly labelled with his/her name.

During lunchtime you will have the choice of providing your child with a packed lunch or, alternatively, a school meal can be provided at the cost of £2.13 each day (£10:65 per week). This money should be paid for in full on **Monday** morning. It should be placed in an envelope, which must contain your child's name, class, amount enclosed and labelled "*Dinner Money*". *Any money not received on Monday morning will be considered late and a letter to this effect will be sent home. The outstanding balance should be sent in on the Monday of the following week.*

Cheques for dinner money **only** should be made payable to **Tameside MBC** and credits for absences will be deducted from the cost for the following week. Payment via the INTERNET is also available – *please speak to Mrs Derbyshire.*

At lunchtime a team of experienced assistants support and encourage the children whilst they are eating and structure activities and games for their outdoor enjoyment.

All children in Reception, Year 1 and Year 2 are entitled to Universal Free School Meal and we urge all our parents to accept this offer for their child. We would encourage any parent who feels they may be entitled to "free school meals" to contact the office for the relevant information and to claim your entitlement.

As we are a "Healthy school" we also ask that parents do not send in sweets/chocolate/cakes as "treats" to celebrate birthdays. In addition, there is an ever increasing number of children in school with allergies and consumption of unknown ingredients can result in serious reactions.

5.7 Medication

We ask that all parents complete an up-to-date medical record for their child on an annual basis. This is sent out each September and it is the parent's responsibility to keep school informed of any changes to their child's health needs.

Medicines are **not** normally administered in school except in exceptional circumstances, which includes asthma inhalers. You would be most welcome to call into school to administer medicine to your child during the school day if this was necessary.

5.8 Asthma

We encourage all children with asthma to participate fully in all aspects of school life. Inhalers can and should be clearly labelled and kept in school. We ask that parents of children with asthma notify us so that they can be entered on our register.

If you are aware that your child will require his/her asthma inhaler during the school day would you please inform the office on that morning to ensure administration takes place.

5.9 Security

The school doors will remain open between 8:50am and 9:00am and, again in the evening between 3:15pm and 3:30pm. At all other times the doors will be secured to ensure the safety of all our children and staff. We, therefore request that any visitor to school, including parents enter school through the main entrance. There is a security buzzer, which must be pressed to make the secretary aware of your presence.

If you need to collect your child from school during the day for any reason we request that you call to the office and “sign out” your child. If you know in advance that your child will be collected early from school please let us know as soon as you can.

We also request that when leaving the school premises you close playground gates behind you.

We have CCTV cameras in operation around the exterior of our building and a further one installed at the Main office of school.

5.8 Car Parking

We ask that parents respect the good relations we have with our neighbours by not causing any obstruction outside school. We are aware that there will be some congestion at the start and end of the school day but ask drivers to be patient, not to park on the yellow or zig-zag lines, across neighbours’ driveways and to consider parking a little distance from school and walking the remainder to ensure the safety of all our children and pedestrians. Please do not enter the main gates in a vehicle as this causes obstruction to pedestrians.

5.10 Public Access to documents

All relevant curriculum documents, OFSTED Report and Action Plan, RE Inspection Report are available on the school’s website. Minutes from Governing Body Meetings are available on request.

5.11 Charging Policy

No charges can be made for education during normal school hours however, Where the school does not have the resources to meet a particular activity parents may be asked for a voluntary contribution. Any parent who finds such a request difficult to meet is invited to discuss the matter in confidence with the headteacher. It should be noted that it may be necessary to cancel intended activities requiring voluntary contributions if insufficient contributions are made.

A copy of the full Governing Body Policy on Charging is available on the Web-site.

5.12 Transport on Medical Grounds

If you have difficulties transporting your child to school due to a medical condition it may be that help can be provided. Parents wishing to enquire about this service can do so through the Local Education Authority. Direct Number 0161 342 8355.

6.0 THE GOVERNING BODY

6.1 List of Governors

Fr J Clarke	Chair of Governing Body
Mr A Pownell	Vice Chair of Governing Body
Mr A Vitello	Foundation
Miss J Collinge	Foundation
Mr P Mulherin	LA Governor
Mrs C Burke	Foundation
Mrs H Abela	Foundation
Mrs E Gaffney	Headteacher
Miss L Bowcock	Teacher
Mrs G Green	Parent

APPENDIX I

GUIDANCE FOR PARENTS ON THE CONDUCT OF GOVERNING BODY COMPLAINTS PANEL HEARINGS (Guidance from Tameside Local Education Authority)

General

A Governing Body Complaints Panel hearing does not operate as a court of law, but nevertheless it is important that the hearing is seen to be fair and in accordance with the principles of natural justice. The Chair of the Panel will endeavour to make the proceedings as informal as possible, whilst still following an order which gives some structure to the hearing.

Both parties are entitled to bring a representative with them, if they wish, in order to help them present their case and ask questions of the other party. Any written documentation which either party wishes the Panel to take into account should be submitted in good time so that copies can be distributed to both parties and to members of the Panel before the hearing.

Order of Proceedings

The following order of proceedings will operate for the conduct of the Panel hearing.

1. Welcome and introduction by the Chair of the Panel.
2. The parents (and/or their representative) explain the nature of their complaint.
3. The Headteacher (and/or his/her representative) asks the parents (and/or their representative) any questions about what they have said.
4. The Panel members ask the parents (and/or their representative) any questions.
5. The Headteacher (and/or his/her representative) responds to the parental complaint.
6. The parents (and/or their representative) ask the Headteacher (and/or his/her representative) any questions about what he/she has said.
7. The Panel members ask the Headteacher (and/or his/her representative) any questions.
8. The parents (and/or their representative) sum up their case.
9. The Headteacher (and/or his/her representative) sums up his/her case.
10. Both parties leave the room where the hearing is taking place.
11. The Panel considers the case and makes a decision.

The decision-making process may take some time, and it is recommended that both parties leave the venue for the meeting, rather than waiting outside the room for the Panel's decision. As soon as a decision has been reached, both parties will be informed by the Chair of the Panel of the decision, the reasons leading to it, and any action taken or proposed by the Panel in relation to the complaint. This

may be by telephone in the first instance, but will subsequently be confirmed in writing within 5 working days.

Reaching a Decision

The Panel makes its decision when both parties to the hearing have left the room. The decision which is reached will be an objective one, based on the evidence presented to the Panel, and not on any preconceptions about either of the parties involved.

In essence, there are two possible decisions that the Panel can reach:

1. The parental complaint is **upheld**, as a result of which the school is directed to take particular action(s) to ensure that a similar complaint does not occur in the future.
2. The parental complaint is **not upheld**, and the school is deemed to have acted correctly in its handling of the situation.

In real life situations, it is inevitable that matters may not be quite so clear-cut, and the Panel may decide that although, on balance, they do not uphold the parental complaint, they nevertheless recommend certain courses of action to be taken by the school so that any future concerns raised are dealt with more effectively.

The Panel will work on the principle that at all times justice must be done, and must be seen to be done, so that both parties can have confidence in the decision resulting from the hearing.

What Happens Next?

The decision of the Governing Body Complaints Panel is **binding on both parties** and there is no further right of appeal at Governing Body or LEA level. If parents are dissatisfied with the decision of the Panel, they may write to either the Local Government Ombudsman on the grounds of "misadministration" or to the Secretary of State for Education and Employment on the grounds that the Governing Body has acted "unreasonably" or "illegally".

If parents are dissatisfied with the decision of the Governing Body Complaints Panel, they may wish to contact Governor and Management Support at Tameside Council for further advice (Tel: 0161 342 2208).