



2021 - 2022





## Dear Parents and Carers,

The information in our prospectus has been amended for the academic year 2020 to 2021 due to the need to implement various control measures because of the effects of Coronavirus.

We have found that during 2020 - 2021 we have had to be very flexible and respond to a nationally changing situation.

We anticipate that some of these control measures will continue into the academic year 2021 – 2022, and that we shall need to continue to be flexible in order to keep the school community safe.

Therefore, the information in the prospectus is as accurate as possible at this time but please be aware that aspects could change during the forthcoming academic year.

Mrs Newton

Headteacher

Summer 2021



# **School Information**

Headteacher Mrs T Newton

Postal Address Woodlands Academy of Learning

Bloxwich Road North

Short Heath WILLENHALL West Midlands WV12 5PR

Type of School Academy Trust

Telephone Number 01922 710613

Fax Number 01922 496892

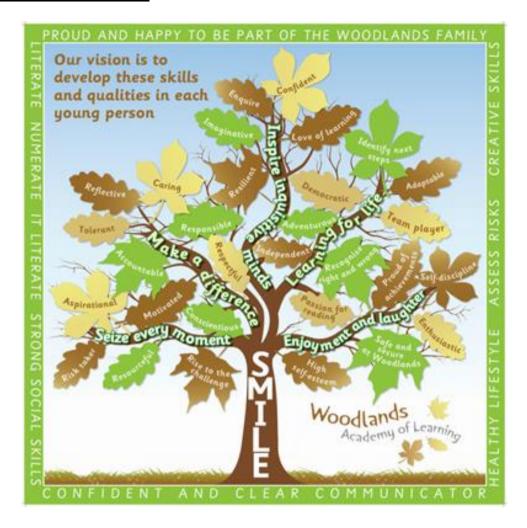
E-mail address postbox@woodlands.walsall.sch.uk

Website woodlands.walsall.sch.uk

E-mail address rlawrence@woodlands.walsall.sch.uk



## Woodland's Vision



As a whole school community we have formulated the vision statement S.M.I.L.E. This vision contributes to our very special and unique ethos and is embodied in all that we do.

Every member of the Woodlands family needs to feel happy, secure and confident so that they can flourish in all aspects of their development. Every child is valued and supported by our enthusiastic and talented staff, who work in partnership with our families, to ensure that no child is left behind. We are committed to our aim that every child leaves Woodlands with a love of learning, and is well prepared for their next steps in their learning and life.

Teaching and Learning at Woodlands is a journey of discovery and excitement, a journey that extends beyond the classroom to equip every child with the academic skills, knowledge and values that will enable them to achieve their aspirations and be a valued citizen in our global community.

We are very proud of all our children at Woodlands, they are motivated, polite and caring individuals who make a strong contribution to the management and leadership of our school. Our Head Children, School Council and Learning Ambassadors take a leading role in helping us evaluate our current practice and identify how we can continue to ensure that Woodlands is the best that it can be. Our School motto is 'Together we strive for excellence' and is the golden thread that weaves through Woodlands.

We hope that all who visit us in school experience the unique atmosphere that makes Woodlands such a happy school.



## The Team At Woodlands

#### Leadership & Management Team

#### Senior Leaders

Mrs T Newton - Headteacher & Safeguarding Lead

Mrs C Macpherson - Deputy Headteacher

Mrs J Jackson - Assistant Head, Early Years Lead, SLE, Language First

Mrs L Edmunds - Assistant Head, SLE, Maths & Pupil Premium Lead

Miss K Evans - Assistant Head, SLE, English & Pixl Lead

#### **Phase Leaders**

Mrs S Price - Root Phase Lead

Mrs S Purcell - Shoot Phase Lead

Miss L Edmunds - Branch Phase Lead

Miss K Evans - Oak Phase Lead

Mrs S Dickson - SEND Lead

Mrs J Graham - Safeguarding & Pupil & Welfare Support (PAWS)

Mrs V Baker - Finance & Operations Lead

Mrs A Fieldhouse - Finance & Operations Support, Procurement Manager

#### Teaching Staff

Miss L Roberts (Nursery)

Miss S Bushell (Reception)

Mrs S Price (Reception)

Mrs J Jackson (Reception)

Miss R Pottle (Y1)

Miss B Smith (Y1)

Mrs Purcell (Y2)

Miss J Birch (Y2)

Mrs L Corbett (Y2)

Mrs S Rich (Y3)

Miss L Edmunds (Y3)

Miss S Harvey (Y4)

Mrs L Newton (Y4)

Miss Gregory (Y5)

Miss R Chapman (Y5)

Miss L Martin (Y5)

Miss K Evans (Y6)

Mrs Malpass (Y6)

Miss P Noakes

Mrs V Lippitt

Mrs E Gill

Mr L Dovey

Miss E George

#### Teaching Assistants

Mrs L Stone

Miss L Coote

Miss M Seale

Mrs K Day

HLTA & First Aid

Art Lead

Phonics Lead

Language First Lead

PSHE Lead

SEND Support

Science Lead

Geography Lead

DT Lead

MFL Lead

Maths Lead

Computing and Online Safety

Music Lead

Reading & Library Lead

PE Lead

School Council, History Lead

English and Pixl Lead

**English Support** 

Outdoor Learning Lead

Art Lead

RE / EAL/ British Values Lead

PE Coach

Music Coach



Miss A Townsend

Mrs A Wilkes (First Aider)

Mrs S Clifft

Mrs M Steventon (First Aider)

Mrs J Meredith

#### **Learning Support**

Mrs S Peters - Learning Support Assistant, Speech & Language Support

Miss T Schofield - Learning Support Assistant

Mrs H Uppal - Learning Support Assistant

Miss A Glover - Learning Support Assistant

Mrs K Froggatt - Learning Support Assistant

Mrs J Townsend - Learning Support Assistant & First Aid

Mr E West - Learning Support Assistant

Miss M Froggatt - Learning Support Assistant & First Aid

Miss S Mills - Learning Support Assistant & First Aid

#### Pupil & Family Support Team

Mrs J Graham - Safeguarding & Pupil & Welfare Support (PAWS)

Mrs Bellerson - Social mentor and Early Help Lead

### School Administration and Site Staff

Mr A Parton - Site Manager

Mr D Davies - Site Support

Mrs H Smith - Attendance Lead & Administration

Mrs T Alves - Extended Services Coordinator & Administration

Mrs T Headley - Administration & Data Analysis

#### Catering Staff, Lunchtime Supervisors & Cleaning Team

Mrs F Mason— Head Cook

Miss J Smith - Catering Deputy

Mrs T Webb

Miss E Gayle

Mrs S Brown

Mrs J Townsend (First Aider)

Mrs T Dean

Mrs D Dunn

Mrs K Froggatt

Mrs G Smith

Miss S Mills

Mrs N Holland

Miss S Cassell

Mrs G Richards - Cleaning Supervisor & Ambiance Coordinator

Miss L Keay

#### Woodies Breakfast and Afterschool Staff Team

Mrs T Alves - Extended Services Coordinator

Miss M Froggatt (First Aider)

Miss S Mills (First Aider)

Mrs K Froggatt

Mrs H Uppal



# **Instrument of Government**

- The name of the school is Woodlands Academy of Learning
- The school is an Academy Trust
- The name of the Governing Body is the Governing Body of Woodlands Academy of Learning
- The Governing Body consist of
  - 4 Academy Governors
  - 2 Parent Governors
  - ➤ 1 LEA Governor
  - > 1 Trust Governor
  - > 3 Staff Governors
  - > 1 Associate Governors
- Total number of Governors 12

The School Governors are supportive and challenge the Academy to be the best it can be whilst retaining statutory responsibility for everything within school.

Parent Governors are in place to act as a channel for parents concerns and represent parents on the Governing Body.

Parent Governors are elected by the registered parents of the School every four years.

The current Governing Body is as follows:

Academy Governors: Mr R. Lawrence (Chair)

Mrs K Glanville Mrs S Spriggs Mr R Eynon

LEA Governors: Mr D Barker

Parent Governors: Mr I Whitehouse (Vice Chair)

Mrs L Macey

Trust Governors: Mrs N Hill

Staff Governors: Mrs T Newton (Head Teacher)

Mrs J Jackson (Assistant Headteacher)

Mrs J Graham (Pastoral Team & Safeguarding)

Associate Governors: Mrs L Lowe



# **Admissions to School**

The Governors have agreed to adopt the Admission Policy of the Walsall Education Borough Education Committee

Applications for the school should be made through Walsall Admissions Team.

If there are more applications than there are places available, places will be allocated using the Oversubscription Criteria in the following order of priority:

- 1. Children in public care (looked after children), and previously looked after children
- 2. Sibling pupils who have an older sibling already in attendance at the school, and who will be still attending the school at the proposed admission date.
- 3. Medical factors

#### 4. Distance

Further detail regarding the criteria listed above is in the Admissions Policy.

Applications for nursery places should be made direct to the school. Oversubscription criteria is also listed in the Admission Policy.

# **School Times**

School times have been altered due to the risk assessment for Covid. We hope these times will be accurate for September 2021, however we shall continue to follow Government quidance as it is published.

The gates off Hunts Lane will open for pedestrians from 8:20 in the morning. The gates off Bloxwich Road North will open for pedestrians at 8:30.

No cars will travel on site between 8:25 and 9:00

#### Entering school in the morning

## Front of School off Hunts Lane

Parents are requested to enter through the pedestrian entrance off Hunts Lane and exit through the car park to create a one-way system.

Nursery	8:30 - 8:35	Enter by the ramp
	12:30 - 12:35	
Reception	8:40 - 8:45	Enter through the EYFS outdoor space
Y1 and Y2	8:40 - 8:55	Enter through the lower door on the KS1 playground
Y3 and Y4	8:40 - 8:55	Enter through the upper door on the KS1 playground



#### Back of School off Bloxwich Road North

Y5 and Y6	8:40 - 8:50	Enter through the back car park and onto the KS2
		playground

#### Exit from school in the afternoon

#### Front of School off Hunts Lane

Parents are requested to enter through the pedestrian entrance off Hunts Lane and exit through the car park to create a one-way system.



Parents are requested to wait on the KS1 playground. The gates will open at 3:00.

Nursery	11:30	Exit by the ramp
	3:30	
Reception	3:10	Exit through the EYFS outdoor space
Y1	3:10	Exit through the lower door on the KS1 playground
Y2	3:10	Exit through the upper door on the KS1 playground
Y3	3:20	Exit through the upper door on the KS1 playground
Y4	3:20	Exit through the upper door on the KS1 playground
Y5	3:20	Exit through the lower door on the KS1 playground
Y6	3:20	Exit through the lower door on the KS1 playground

Children are escorted to the inner KS1 playground and will not leave their teacher until a parent/carer is located.

Some families in Y6 allow their child to walk home independently. If you feel your child is ready for this responsibility then please request a form from the office, complete and return to school.

If the parent/carer is expected, and for some reason is not there to collect a child the child will return to the school office area.

If parents or carer know that they are delayed they should contact the school office in plenty of time.

Please ensure that the school is informed if a different person will be collecting your child/children at the end of the school day or we will not release your child/children.



## Attendance

## **Every Lesson Counts**

Every lesson counts at Woodlands and therefore a day of absence is a missed learning opportunity. Therefore high levels of attendance are expected.

If a child is late into school, they miss the important first lesson of the day. Our children begin learning from the moment that they enter the learning room from 8:40 onwards.

Reading is a key priority in our curriculum and so we start our day across the school with reading skills, including phonic lessons.

If your child misses a day from school they miss maths and English lessons. Maths and English are a learning journey, each lesson connects to the next one — like building blocks. If they miss a lesson, the foundations won't be secure and the building blocks will topple. We will always endeavour to help a child catch up if they have missed a couple of days due to illness but there are some children who have frequent time off and miss substantial building blocks — this really does affect these children's progress

## Absence & Lateness

In the event of your child being unable to attend school you will need to phone 01922 710613 BEFORE 9.00 am to inform us of your child's absence.

If your child is not in school and you have not notified us of their absence we will contact you as early as possible to ascertain where they are, by text messaging service or telephone.

On some occasions we may ask that you provide medical evidence i.e. prescription, doctor's appointment card, pharmacy first card or a medical letter for your child's absence.

Any unexplained absence counts as an unauthorised absence. This will be recorded on your child's record and followed up by our Woodlands Attendance Support Officer.

## Lateness

**FERRITE** 

School begins at 8.55am (8.30 AM Nursery and 12.30 PM Nursery) all children should be in their learning rooms at this time.

Children will be supervised from the moment that they enter the school building, this is from when the doors open at 8:40 (8:30 and

12:30 for Nursery). Children will then go straight to their learning rooms to be greeted by their teacher and teaching team.

If your child arrives after 8.55 am they will be marked as late. If you are going to be late please give us a ring to let us know. Thank you.

Persistent lateness, will be followed up by our Attendance Lead and Woodlands Attendance Support Officer



# Holiday Absence

According to government legislation, Woodlands is unable to authorise any holiday absence. If you do need a leave of absence for an extremely exceptional circumstance, then please put your request in writing to the school.

Please note that according to policy, any holiday absence will be referred to the Local Authority and a fine is likely to be incurred.

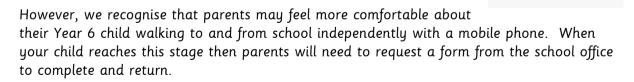
## % of sessions missed

	2018 - 2019	2019 - 2020
Woodlands	3.4%	3.4%
National	4.0%	

# Mobile Phones at Woodlands

There is an electronic communication policy that details our practice regarding electronic communication devices.

A child in primary school does not generally need a communication device in school and therefore it is important that no such devices are brought into school.



Once we have parents signed agreement, then a Year 6 child may bring their device into school. The mobile phone must be labelled with your child's name, turned off from when children enter the site and handed in when they arrive in school. The child can then collect their phone at the end of the day and turn on once they have left the school site.



## Medication at Woodlands

Prescribed medicines will be administered by a designated member of staff. This means that if your child has been prescribed penicillin, for example, a dose during the day can be given to your child.



The medicines will be kept secure in the school office and a parental consent form must be completed before any medicine is administered. It is suggested that if you request this service, then you ensure you read a copy of our Policy Document.

Long-term medical conditions, such as asthma, epilepsy, food allergies etc., may require special arrangements for medication to be given at school. Please talk to the Headteacher about special arrangements so we can write a personal care plan for your child in order to ensure their needs are met.

Inhalers also need a form completing by parents and will be kept in the child's learning room; dosage will be recorded and monitored.

If your child has a medical condition which requires them to use the toilet more frequently than normal (i.e. other than at break times), please let us know in writing.

## If we need to evacuate the building in case of emergency

In an emergency, if we need to evacuate the building, we will meet at Holy Trinity Church Hall, Coltham Road, Willenhall.

Children will only be dismissed to parents from the Church Hall



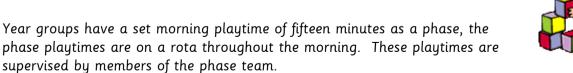


# Overview of the school day times for 2021 - 2022

Year Group	Entry	RWI	Assembly	Morning Break	Lunch 60 minutes	Exit
Nursery	8:30 – 8:35 12:30 – 12:35			Ongoing access	11.30 – 12:30 EYFS	11:30 3:30
Reception	8:40 – 8:50	9:00 – 9:30	Join Shoot Assembly later in year	Ongoing access	11:40 – 12:40 EYFS	3:10
Y1 - 60	8:40 – 8:55	9:30 – 10:15	Tuesday 9:00 — 9:30	10:15 – 10:30 KS1	12.40 – 1.40 KS1	3:10
Y2 - 60	8:40 – 8:55	10:30 – 11:15	Tuesday 9:00 — 9:30	10:15 – 10:30 KS1	12.40 – 1.40 KS1	3:10
Y3 - 60	8:40 - 8:55		Wednesday 9:00 — 9:30	10:20 – 10:35 KS2	12:10 – 1.10 KS2	3:20
Y4 - 60	8:40 – 8:55		Wednesday 9:00 — 9:30	10:40 – 11:55 KS2	12:00 – 1:00 KS2	3:20
Y5 - 60	8:40 - 8:50		Thursday 9:00 — 9:30	11:00 – 11:15 KS2	1:10 – 2.10 KS2	3:20
Y6 - 60	8:40 - 8:50		Thursday 9:00 — 9:30	11:00 – 11:15 KS2	1:00 – 2.00 KS2	3:20
			Monday Phase class assemblies 2:45-3:05			

# **Playtimes**

Nursery and Reception have access to their outdoor space at regular times during the day to access their learning labs.





Nursery, Reception, Y1 and Y2 will be provided with a free piece of fruit or vegetable, provided through a government scheme.

Y3, Y4, Y5 and Y6 children can bring in a healthy snack for their break.



## **Dinner Times**

Phases have their lunchtimes at different times as can be seen in the overview above.

We have a fine team of Mid-day Supervisors who supervise the children whilst eating and playing at dinnertime. They record all injuries sustained and will inform parents by phone or letter should the need arise.

The Mid-day Supervisors also record any incidents of conflict or extreme emotions that can occur as children learn how to play alongside each other. The year group teams and pastoral team will follow up incidents as necessary, using emotion coaching and restorative practice. If the incident is concerning and more serious then a member of the team will contact parents so that you are informed and we can work together to support your child.

## **Healthy Eating**

We have a school kitchen onsite, therefore children are offered freshly prepared, healthy meals daily with ingredients sourced from local farm shops.

The school dinners are delicious and are provided free of cost to our Reception, Y1 and Y2 children. It is expected that children have the school dinner. If a child does not like a particular meal then they will be offered sandwiches.

Children in Key Stage 2 can book a hot meal through Scopay, they can also choose to bring in sandwiches if they prefer. Chip Friday is a popular day!

The menu is on a three-week rotation and can be viewed on the website.

Nursery, Reception, Y1 and Y2 will be provided with a free piece of fruit or vegetable, provided through a government scheme.

Y3, Y4, Y5 and Y6 children can bring in a healthy snack for their break.

Children who are eligible for Free School Meals are eligible for a piece of toast when they arrive in school in the morning. The toast will be brought to their learning room for 8:55.

# Relationships and Behaviour

Woodlands Academy is a caring, nurturing community and we aim to create an environment which encourages and reinforces positive behaviour and relationships. We have high expectations for positive behaviour throughout the school and at all times during the school day. All those who work at Woodlands have a vital role to play in the support that our pupils require to thrive. We recognise the integral role that the development of positive relationships plays in this process.

Positive relationships in schools are central to the well-being of both pupils and staff and underpin an effective working environment. We are a gold Attachment & Trauma Aware School which means we try to understand the behaviours displayed and develop strategies to support our children.



We celebrate pupil behaviour through a variety of strategies including: star cards, Star of the Week certificates, stickers, Marvellous Me, house points, diddy dot cards and specific praise.

We have whole school and class rules to promote a positive and safe learning environment. The Behaviour Plan enables pupils and staff to engage in productive discussion around behavioural actions and recognise the impact it has on individuals utilising restorative practice. The Behaviour Plan is a clear graduated approach to consequences linking to the behaviours displayed, the most severe of which is the consequence of exclusion if this should be necessary.

At all times, our aim is to re-engage the child so that they can get back on track in their learning and in school life, working with parents is crucial in supporting children and helping them achieve success in their relationships.

# **Special Needs**

SENCO Mrs S Dickson
Support for SENCO Miss B Smith
Speech and Language Miss Peters

The School implements the Code of Practice for children with Special Educational Needs. These needs cover both physical and learning needs.

All staff are responsible for the early identification of children with physical, emotional or learning difficulties and for liaising with the Special Needs Co-ordinator in planning special provision to meet their needs.

We have a Link Governor for Special Needs who ensures that children with special educational needs are supported in school.

All children, irrespective of creed, colour or physical disability, are valued and treated equally in school and given every opportunity to learn. Children who find areas of the curriculum difficult may need some extra support.

Parents are kept fully informed and their knowledge of their child plays a crucial part in the effectiveness of school based support.

The school works closely with members of the Support Services to provide for the needs of children with delayed early learning development, general learning difficulties, emotional and behavioural problems, speech and language and also vision & hearing impairments.

A full copy of the school's Special Needs Policy is available at the school.



# Safeguarding and additional support at Woodlands

Our main priority at Woodlands is to safeguard every child. Consequently, we have a dedicated pastoral team who are there to support any family or any child that needs additional support.

Designated Safeguarding Lead Mrs Newton
Lead for the Pastoral Team & Lead Deputy Designated Safeguarding Lead Mrs Graham
Pupil and Welfare Support Mrs Bellerson

We have nine members of staff who are trained to Level 2 for safeguarding so that we can ensure every child is safe. We also have a link Governor for Safeguarding to oversee the quality of provision in Safeguarding.



The Pastoral Team work with our children and families in a variety of ways, including:

- o Emotional wellbeing support
- Behaviour support
- Friendship support
- Domestic Abuse support
- Housing support
- O Health and School Nurses (eg sleep, soiling, diet)
- Bereavement support
- Positive Steps
- CAMHs

Our team work within the wider team of Early Help in Walsall and so can access or signpost a family to a range of services that will help a particular need.



Woodlands Safeguarding Policy clearly outlines the responsibility of all adults working in school to be aware of their duty to act upon any concerns with regard to Child Safeguarding.

We take the protection of children very seriously. We are legally bound to report any concerns about the safety of a child to Social Services and also to the Police if we suspect a criminal offence may have taken place. We will always try to maintain an excellent working relationship with parents/carers over these matters but the safety of children must always be of paramount importance.

The School meets its responsibilities to promote and maintain a safer culture in line with the principles of The Children Act 1989, Keeping Children Safe in Education, The Education Act 1996, The Education Act 2002, The Children Act 2004, The Safeguarding Vulnerable Groups Act 2006, The Education and Inspections Act 2006 and all other government guidance in this area.

# <u>Security</u>



Access for a visitor is through the main entrance, all visitors must sign in and will be issued with a visitor badge which should be visible at all times.

Electronic communication devices are NOT allowed to be used by visitors in school, unless permission has been given.

To respect the privacy of our families we ask that any photographs and video recordings that have been allowed are for your personal use only and should not be publicised on any form of social media.

At lunchtime, children will leave and re-enter school through the main entrance if home dinners.

Children who need to leave the school site during the school day for appointments etc. may only do so if an adult collects them via the main entrance.





# **Road Safety**

Hunts Lane becomes very congested at the start and end of the school day. Please park safely:

NOT on the zig zags.
NOT on the yellow lines and
NOT on the path.



The police are well aware of the difficulties we have with parking and they patrol regularly. The safety of our children cannot be compromised by thoughtlessness!

#### **Parking**

We ask that parents park sensibly and avoid parking across drive-ways, on the yellow lines and under no circumstances at the junction between Hunts Lane and Bloxwich Road North.

To avoid congestion at peak times in Hunts Lane, alternative parking can be on the car parks of Rough Wood and The British Legion on Church Road.

Any person can report a motorist that breaks the law by completing a police form. These are available from the school office.

# <u>Parking or driving concerns can be reported by you, or any member of the public,</u> to the police

If you would like to report an issue or concern with a vehicle, such as unlawful driving, inconsiderate or illegal parking/obstruction. Then please ask in the office for a copy of the form WT898A.

Parents will need to:

- Take the registration details
- Take a picture to support the report
- Complete the form (available from the school office)
- Hand into Bloxwich Police Station within 5 days of the offence taking place
- Be willing to attend court if necessary

The police advise that witnesses don't approach the car driver directly.

Everyone can now make a difference in helping keep our children safe and families safe on the roads around school.



# Collective Worship and Religious Education



## Collective Worship

There is a daily act of Collective Worship. It will follow broadly Christian themes, Woodland Values, Votes for Schools and British Values. Every assembly will end with a prayer or thought of the day.

Parents do have the right to withdraw their children from Collective Worship. The children will be placed under the supervision of an adult who is not involved in Collective Worship at that time. Please contact the school and make an appointment to speak with the Headteacher should this be the case.



The Collective Worship programme has been adapted due to the control measures of Covid. Some assemblies will be undertaken in classes in the learning room whereas other assemblies will take place in the hall.

The Phase Assemblies will celebrate the Superstars of the week that have been chosen and children are welcome to bring in out of school achievements to celebrate together too.

Monday Class Assembly (2:45 - 3:10) We hope to be able to invite parents

Tuesday Shoot Phase (9:00 - 9:30) Reception join later in the year

Wednesday Branch Phase (9:00 - 9:30)

Thursday Oak Phase (9:00 - 9:30)

Friday Whole School – "Songs & Praise" led by singing consultant (9.00 – 9.25)

This may be in phases in September, on a three week rota





# **RE** – Religious Education

The Religious Education lessons follow the Walsall RE syllabus. RE is taught as immersion days throughout the school year.

Parents also have the right to withdraw their children from participating in RE Worship. Please contact the school as above.



## **Concerns or Complaints**

We endeavour to get things right first time at Woodlands, but we are human and at times we make mistakes. If there is something that isn't right then please come in and speak to a member of the Woodlands team and we can try to solve the issue together.

- Our door is always open
- You are always welcome
- We will always listen

We can't put things right if we don't know about them. If you have a concern then please talk to us. <u>Please</u> don't listen to rumours, they are usually exaggerated or untrue.

In the first instance we recommend that you speak with your child's class teacher

Then the Phase Leader, as they work closely with each teacher in their phase.

Teacher	Phase	Year Group
Mrs S Price / Mrs J Jackson	Root	Nursery/Reception
Mrs S Purcell	Shoot	Year 1 & Year 2
Miss L Edmunds	Branch	Year 3 & Year 4
Miss K Evans	Oak	Year 5 & Year 6

If you still have concerns following speaking to your child's Phase Leader, then please speak with one of our Assistant Headteachers:

- o Mrs Jackson
- o Miss Edmunds
- Miss Evans

Or

- o Mrs C Macpherson Deputy Head
- Mrs T Newton Headteacher

If you are still unhappy, and you have a serious concern or complaint or you don't agree with an aspect of the school then please see the complaints policy on the website.