



# **Shottermill Junior School**

**INFORMATION FOR PARENTS**

**2024/2025**

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## Our Current Staff Team for September 2024

### Headteacher

Mrs K Barnes

### Deputy Headteacher

*Currently recruiting*

### SENCo

*Mrs Zoe Jones*

### Year 3

Mrs P Goodyear

Mrs C Nichols

### Class Teachers in Years 4, 5 and 6

Mrs J Hall

Mrs J Zabell / Mrs R Loveland

Miss L Rust / Mrs K Burr

Mrs J Wilcox

Miss J Williams

Mrs A Holdsworth

Mrs N Cooper

### French Teacher

Mrs T Shinya

### Art Teacher

Mrs S Shearring

### Music Teacher

Mrs R Beckett

### PE Teacher

Mrs E Thompson

### Learning Support Assistants

Miss L Edge

Mrs K Hockham

Mrs D Plumridge

Ms Y Yefimova

Mrs J Ransom (ELSA)

Miss N Carey (ELSA / Behaviour Support)

Mrs G Taylor

Mrs L Hooker

Mrs N Woods

### Higher Level Teaching Assistants

Mrs T Shinya

### Home School Link Worker

Mrs Katherine Bourne

### Office / Premises Team

Mrs T Budden

School Business and Development Manager

Mrs H Johnston

School Secretary / PA to Headteacher

Mrs J Toth

Resources Manager

Mr F Fosberry

Caretaker

### Catering Team

Mrs B Clarke

Mrs H Dibble

## The School Day

The school meets the DfE expectation to provide 32.5 hours of school time a week.

### **Morning All Year Groups 8.35am - 12.15pm**

The school gates are open from **8.35am** and children are encouraged to arrive at this time in order to make a prompt start to the school day. These gates are locked at **8:50am** so late arrivals must report to the School Office. Registration is officially **8:50am**, so your child must arrive by this time. Please note that if your child is late for school – they must be signed in by a parent or responsible adult at the School Office.

Children walk around the side of the Art Studio and make their way in through the doors at the rear of the building. Children are greeted by members of staff, who supervise the children coming into school. Cloakrooms are located outside the classrooms and they should hang their belongings up on these pegs. Lunchboxes are stored on trolleys outside the hall.

### **Break All Year Groups 10.15am - 10.30am**

### **Lunch All Year Groups 12:15 – 1:15pm**

### **Afternoon All Year Groups 1.15pm - 3.10pm**

## School Terms and Holiday Dates 2024-2025

	<b>Begins</b>	<b>Ends</b>	<b>Half Term</b>
<b>Autumn Term</b>	2 <sup>nd</sup> Sept	20 <sup>th</sup> Dec	28 <sup>th</sup> Oct – 1 <sup>st</sup> Nov
<b>Spring Term</b>	6 <sup>th</sup> Jan	4 <sup>th</sup> April	17 <sup>th</sup> Feb – 21 <sup>st</sup> Feb
<b>Summer Term</b>	22 <sup>nd</sup> April	22 <sup>nd</sup> July	26 <sup>th</sup> May – 30 <sup>th</sup> May

We have inset days planned for the following dates, where children do not come to school. Where possible, we try to coordinate our INSET days with Shottermill Infants School, although due to training requirements, this may not always be possible.

**Monday 2<sup>nd</sup> September 2024**

**Tuesday 3<sup>rd</sup> September 2024**

**Friday 20<sup>th</sup> December 2024**

**Friday 24<sup>th</sup> January 2025**

**Friday 23<sup>rd</sup> May 2025**

**The first day of the Autumn Term, for pupils to attend school is on [Wednesday 4<sup>th</sup> September](#)**

## Uniform

We believe a uniform looks smart, wears well and contributes to a feeling of belonging to our school. It is also designed to be simple, practical and economical. Please ensure that your child has the correct clothing as listed below and you **clearly label all items** so these can be returned to your child, if lost.

### Day to day uniform to be worn by all children:

- Grey plain skirt / grey pinafore dress / grey plain school trousers or shorts
- White school blouse or white polo shirt
- Green school sweatshirt or cardigan with school logo (available via Brigade)
- Green checked or striped dress
- White or grey socks (above the ankle) or grey opaque tights
- Sensible black school shoes

### PE uniform:

- Yellow school t-shirt with school logo (available via Brigade)
- Black shorts (in colder weather, children are permitted to wear either leggings or jogging bottoms but these must be either dark grey or black)
- Trainers
- Children should wear their school sweatshirt or cardigan with logo, over the top of their PE t-shirt

All pupils are required to have a **green Shottermill Junior School cap** for the summer term, to ensure that we look smart at sports events or when out on a trip. Other caps must not be brought into school. Please order your caps via Scopay and then collect from the School Office.

## Accessories

We would like children to bring to school one, small rucksack or bag, containing all of the items needed for the school day, such as homework or pencil case.

## Useful Equipment

We encourage children to bring to school some basic equipment in a small pencil case, however all of these items will be provided for your child if they do not have them.

Here are a few suggestions: *pencil, sharpener, rubber, ruler, colouring pencils, glue stick, whiteboard pen and a non-bendy ruler*- all named please!

Your child will be provided with a **black** school writing pen, suitable for developing good handwriting and publishing work. However children are welcome to bring their own into school, providing they have black ink – no fountain pens or biros please!

## Jewellery and Valuables in School

Children are permitted to wear one set of stud earrings and a watch to school. They must be able to remove jewellery themselves for PE lessons and should be able to take full responsibility for keeping items safe. Ideally on PE days children should leave their earrings at home. [If you decide to get your child's ears pierced, please have this carried out at the beginning of the summer holidays, so they can take part in lessons from September.](#) Plasters on ears are not allowed during PE lessons, including swimming lessons.

Items such as **mobile phones** or electronic toys are not permitted into school. This also includes smart watches that could have a communication/interactive function.

## Payments

In accordance with our Charging & Remissions Policy, we may ask you to pay for some activities provided in school. In almost all instances, we will ask you to make payments for trips, special activities and school meals via **Scopay** which is our online payment system. Please be aware that if insufficient contributions are received, the activity may not be able to go ahead.

Very occasionally, your child may bring money in to school, such as to pay for PTFA events, The Poppy Appeal or other fundraising activities. In these instances, please ensure money is in a **clearly named envelope**. Your child should hand this to their Class Teacher at the start of the morning.

## Lost Property

We would like to remind you to name all possessions and clothing that is brought into school. Our lost property box is located in the main reception area. Please check this regularly for unnamed items. Most importantly, please check your child has all their belongings when they are collected, as it is far easier to find lost items the same day they go missing!

## Clubs

Various clubs are organised during the lunch break and after school for children to enjoy and participate in. Some clubs are provided by members of staff in school and some may be organised by external providers.

They may include Homework, Choir, Gardening, Drama, Touch Typing and various sports clubs, to name but a few. After school clubs usually run from **3:10pm – 4:15pm** unless there are special timings which we, or the club provider, will let you know about. From September we will be charging £15 per club, per pupil for the term.

At the end of each term, you will receive a clubs letter showing the clubs on offer for the following term, as well as the dates that the clubs will commence and finish. In most cases, school-run clubs do not run during the week of Parent Consultation Evenings.

We expect children to be committed to attending their clubs each week but if your child is unable to attend, please inform the School Office to ensure all children are accounted for. If your child repeatedly misses a club, their place may be offered to another child.

## **Extended Curricular Activities (ECAs)**

One of the highlights of the week for all children is our ECAs held every week on a Friday afternoon (except if we have a special activity or event planned). This provides an opportunity for children to interact with others across different year groups and make new friends; as well as trying an activity that they would not usually get to experience.

Activities may include: Survival in the Wild, Drama, Multi-Sports, Origami - to name but a few and these activities are dependent on the adults leading the sessions. The children (in discussion with a parent) should indicate on their ECA form their first, second and third preference of activity and we endeavor to provide them with something that they have indicated they would like to do. We also keep records to ensure that children get a turn to do some of our most popular activities, where places are limited.

## **House Teams**

The children belong to a House Team when they join Shottermill. Our four houses are **Air, Earth, Fire** and **Water**. The children are awarded housepoints (also known as dojos) for all sorts of achievements including good behaviour, sports and academic successes.

This system is highly motivating to the children at our school and ends each term with certificates awarded for the most housepoints collected across the school - as well as the **Housepoint Cup** which is awarded to the winning House Team.

## **Core Values**

Here at Shottermill, we have collectively established a set of **Core Values** that help define how we work and which are upheld by all within our school.

Together with our Governors, Parent Forum and School Council, we have also reviewed our Vision and Mission Statement, as shown overleaf.

We appreciate your support in working together to uphold these expectations at Shottermill Juniors and the Home School Agreement that is included in your child's admission pack.

## Our Vision

We have a love of learning;  
We encourage creativity and curiosity;  
We strive for excellence.

## Our Mission is to

- Put children's needs at the centre of everything we do;
- Ensure children feel safe and secure through a culture of respect and trust;
- Value all contributions, celebrate diversity and individual talents;
- Provide the highest quality learning experiences;
- Enable children to feel confident in extending the boundaries of their learning;
- Enable children to become motivated, responsible citizens who are well prepared for life in modern Britain;
- Provide an environment where staff can feel fulfilled and rewarded in what they do;
- Be a fully contributing member of our local community.

## Our Core Values

We have a shared **Respect** for one another and value diversity across our school community.

We develop kind, caring relationships built on a foundation of **Trust** and which ensure everyone feels safe.

We promote a **Love of Learning** where children can develop across all areas of the curriculum.

We model and use effective **Communication** to enable everyone to feel part of our school.

We foster **Creativity** to develop expression, approaches to solving problems and an appreciation for each other's work.

**Excellence** underpins everything we do; we will not accept anything less!



## The Curriculum taught at Shottermill

There are two parts to the curriculum we teach the children at our school. The first part is the National Curriculum which we have to deliver to comply with DfE statutory requirements. In addition to the National Curriculum, Shottermill Junior School has identified key learning experiences as being part of the **Core Offer** provided for all children as they progress through each year group in our school.

**The School Curriculum** is underpinned by our Core Values and is designed to meet the needs of our children in relation to their spiritual, moral, social, cultural and emotional development. We believe that learning at Shottermill is unique and our aim is to ensure that we develop the whole child, whilst maintaining the highest standards of achievement across all areas

Key information about the curriculum taught at our school is provided on our website for parents to download (please see subject schemes of work). In addition to this, parents and guardians will be welcomed to a **Curriculum Information Session** at the beginning of the new academic year to provide additional information and for parents to find out how they can effectively support their child at home. **Please note that a number of our meetings are now held virtually, so we can record the information for those parents unable to attend.**

We regularly invite parents and guardians into school as part of our **Bright Futures Project** or to help with running a club or ECA, accompanying a trip or listening to children read. If you feel that you may be able to volunteer or provide some support to the school, even if just for an hour a week, please do get in touch with the School Office to arrange a DBS check.

## Swimming

During the summer term children have the opportunity to swim in our heated, outdoor school pool. There is a voluntary fee for swimming lessons to cover the costs of running and heating the pool and this is slightly reduced for families with more than one child. The pool is less than 1 metre deep. Lessons are taught in small groups by their Class Teacher. A full risk assessment is available from the School Office if required.

Please note that if your child forgets their swimming kit, we will not make phone calls home to request that you bring this in. We recommend that your child has their kit in school every day, as sometimes the swimming timetable is subject to change.

## Music

Lessons are available from the peripatetic music teachers of the **Surrey Performing Arts** service as well as from **Sussex Academy of Music**. The School Office has details of how to apply for lessons. We are very proud of our School Choir, who in the past have attended various community events. Members of the Choir should be prepared to attend concerts outside of school hours.

## **Homework**

Homework is designed to reinforce the learning children undertake in class. It is helpful for developing study skills as well as children's independence. Parents or Guardians are encouraged to support children at home with tasks, although it is important to tell the teacher if they need extra time. Most importantly, we believe that homework should be a positive and creative experience.

Our homework system is predominantly online, and we use Google Classroom. In the first few weeks of term, we will send the children's log in details home, along with instructions on how to access and upload their homework online. It is important that the children are involved in this process and understand how to use the Google Classroom platform. Each week, a homework diary will be uploaded to the platform, which outlines the homework tasks for the week. This will include Maths, Class homework and Spellings, which are outlined below. Initially a paper copy of the homework diary and spellings will also be sent home on a Monday for reference.

### **Class Homework:**

We operate a homework grid of cross-curricular activities, where there are a range of tasks for children to choose from over the course of the half term. A paper copy will be sent home at the start of the half term, and an online copy will be uploaded to Google Classroom each week. The tasks link in with the topics that children will be covering in class and are designed to help develop skills of creativity, problem solving and finding different ways to express ideas.

Usually, the homework tasks set can be completed in any order and there is an element of flexibility if children would like to spend more than one week on a particular activity. We ask parents to communicate via Google Classroom if they have questions about homework.

Tasks set will be appropriate to the age of the child. If your child is unsure of how to complete their homework, please encourage them to speak to their teacher before it is due to be handed in.

### **Maths Homework:**

Maths homework tasks will be set through either TT Rockstars or a Maths booklet, on alternating weeks. This will be detailed on the weekly homework diary. Each Friday teachers will test children on their times tables to check they are making progress in this area.

TT Rockstars is a tool to practise times tables online, giving the children opportunities to develop their speed of recall. Your child will be provided with log in details to this platform (in their reading records) in order to access their homework activities. If your child would like a jottings book to use at home, please ask a member of the Year 3 team. If your child does not have access to a computer at home, we will provide access to computers in school during lunchtimes, or we may be able to loan you a device to keep at home. Please let us know at the start of the term.

### **Spelling Homework**

Spellings are set on a weekly basis and children will be encouraged to learn these in creative ways - such as writing them out in colour or building them in Lego bricks! Each Friday teachers will test children on the words set, to check they are making progress in this area. We will also provide you with copies of the National Curriculum list of spellings that children have to learn in each year group. The spelling homework is uploaded onto Google Classroom, as well as a paper copy sent home on a Monday. Please make sure you always check your paper copy, as some children will receive individualised spellings according to their needs.

### **Reading:**

Even though many children will have developed their reading at infant school, it is vital to continue to read widely. This will help to develop higher order vocabulary, fluency, expression and comprehension of the text. Please ensure you read with your child on a daily basis, and record what they have read in their Reading Record, as we check this every morning.

Some children will continue to develop their phonic knowledge through our **Little Wandle Rapid Catch up / Fluency programme**. This programme complements the scheme delivered in many of our local feeder schools. We will provide you with more information in September, if we feel this is applicable to your child.

Homework will not be set initially, until the children have settled in the Junior School, so please do not worry. A reminder of this information will be given in the Curriculum Information Session in September.

## **Religious Education and Relationships Sex Education**

Parents have the right to withdraw their child from Religious Education and aspects of Relationships, Health and Sex Education classes. It is important that you contact the Headteacher in writing in advance, as alternative arrangements will have to be made for your child. Please make an appointment to discuss any concerns that you may have over these issues and, if unsure, our key policies are available on our school website.

## **Parental Help**

There are many ways in which parents can help the school. We have many adults who volunteer to listen to children read, accompany school trips, provide transport, help in the library and classrooms or with ECAs.

Please let us know if you are interested in volunteering, even if for just an hour a week. We will also cover the cost for the statutory DBS clearance before you begin.

## **Medication**

If a child requires any form of medication whilst at school, it is essential that parents or guardians complete one of our **medication forms**, to provide us with written instructions on how the medicine should be administered. Antibiotics will only be administered if the required dose is four times a day, as medication needed three times a day could be given outside of school hours.

Medicine should be signed in and out of the School Office, by the parent or guardian, in its original container and clearly labeled with the child's name, type of medicine and dosage instructions.

If your child is asthmatic, we must have details of any medication required. If an inhaler is needed at school we feel that the safest system is for the child to have a named one with them at **all** times with a named spare, which is kept in the School Office.

Please keep us informed of any changes in your child's medical condition and please always ensure the school has medicine that is in date and has not expired. All medication must be collected by the parent or guardian at the end of the summer term.

**Please ensure that the School Office always has the most up to date emergency contact details for your child – in case we need to reach you in an emergency.**

## **Attendance and Absence**

It is also important that your child attends school regularly and is punctual every day. We ask children to arrive in school as soon after the gate has opened at **8:35am** as possible and all children must be in school by **8:50am**. Persistent lateness is detrimental to your child's progress and disrupts the start of the day for the class.

If your child is late, he or she must report to the School Office on arrival with the accompanying parent or guardian, who must sign the child in to ensure their safety.

If your child is unable to attend school, please contact the school before 9.10am on each day of their absence. If no message is received this will be considered as an '**unauthorised absence**' and the total of such absences have to be published by law. You will be contacted if we do not receive an explanation for why your child was absent. Please help the school to reduce unauthorised absences this year. More information on our Attendance Policy is available on our website.

## **Requests for Holidays in Term Time / Penalty Notices**

The Inclusion Service, acting on behalf of Surrey County Council may issue a Penalty Notice as an alternative to the prosecution of a parent/carer for their child's unauthorised absence from school and requires the recipient to pay a fixed amount.

- The Education (Pupil Registration)(England)(Amendment) Regulations 2013, state that Head teachers may not grant any leave of absence during term time unless

there are exceptional circumstances. The Head teacher is required to determine the number of school days a child can be away from school if leave is granted.

Where a child is taken out of school for 10 sessions or more and the 'leave of absence' is without the authority of the head teacher, **each parent** is liable to receive a penalty notice for **each child** who is absent. In these circumstances, a warning will not be given where it can be shown that parents had previously been warned that such absences would not be authorised and that they will be liable to receive a Penalty Notice if the leave of absence is taken.

The amount payable on issue of a Penalty Notice is £60 if paid within 21 days of receipt of the notice, rising to £120 if paid after 21 days but within 28 days.

If the Penalty Notice is not paid within 28 days, the Local Authority must consider a prosecution for failing to ensure regular school attendance under Section 444 Education Act 1996.

### **Inclusion Officer (also known as the Education Welfare Officer)**

The school rigorously monitors pupil attendance and prides itself on maintaining high levels of attendance across all year groups. Persistent lateness and absenteeism will trigger involvement from our Inclusion Officer and you will be invited to a meeting to discuss this.

The **Inclusion Officer**, can be contacted through the Local Education Office in Guildford on 01483 517835, if you have any problems at home relating to your child's attendance in school. The school may also contact the Inclusion Officer if we are concerned about your child's attendance. We may also request medical evidence in order to authorise absences where we have attendance concerns.

### **School Meals and Packed Lunches**

Children may either bring a packed lunch to school, or can opt for a school cooked meal, which is provided daily. There are three meal options each day, which they will choose with you at home using our **online Scopay system**. Teachers will be aware of what meal your child has ordered and will provide your child with a corresponding sticker to wear, which is checked at lunchtime in return for their cooked meal.

School cooked lunches **must be paid for in advance** using **Scopay**, our online system and you will be unable to order a meal unless there are sufficient funds in your Scopay account. The cost of a school lunch is **£2.80**.

Our dining hall is a bright, open space and we have modern seating arrangements that encourage children to be sociable and interact positively with one another. The children who have packed lunches sit at the same tables as the children who have school dinners and there is a rotation to ensure children have plenty of time to play outside.

Our school lunch provider: 'Twelve15', adhere to strict food preparation requirements, as well as the latest statutory requirements for managing food allergies or intolerances in school. If your child has a special dietary requirement, please make the School Office aware so they can inform the Catering Team who will ensure that your child receives the correct meal for them.

## Free School Meals

As your child moves to junior school the benefit of free school meals for all children no longer applies. Your child may qualify for free school meals if you fulfil certain income criteria. Please contact the School Office for more information about applying for free school meals (at any point in the year) and please be assured that this matter will be dealt with in the strictest of confidence. The school receives **substantial additional funding** for resources and staffing for those pupils who are eligible for free school meals, so even if you do not want the school lunch, please inform us of your eligibility so we may claim this additional funding.

Please note the other children in school will not be aware if your child is receiving a free school meal.

## Nut free Policy

Like many educational settings, Shottermill Junior School has a number of children with allergies and medical needs. Nut allergy is a potentially life threatening allergy. As it can prove very difficult to avoid both food and products that contain either nuts or nut derivatives (oils), we feel it would be wrong to say this is a nut free school as this could give children a false sense of security. However, to minimise this risk, we ask that children do not bring any nuts, or food containing nut products, into school.

## Mid-Morning Snack and Water

Unfortunately, the free fruit for schools initiative, which is provided for children whilst they are at Infant School, does not extend to Junior Schools. However, we do allow a mid-morning snack and children are able to bring in a suitable healthy snack – not crisps. As an Eco-School, we do try to encourage children to bring a compostable fruit snack as this helps reduce non-recyclable waste.

Children must also bring to school a non-spill, refillable and named water bottle. They should take this home daily, so that it can be properly washed.

## Transport

Unless your child has a physical disability and you have permission from the Headteacher, please do not drive into the staff car park at the beginning or the end of the school day. There is insufficient space to park safely and congestion in the car park prevents the access of emergency vehicles. In addition to this, there is the added hazard of pedestrians walking along the zebra crossing, to and from the school building.

Parking along roads nearby is limited so, wherever possible, we request that our families walk to school – which is a far healthier and environmentally friendly option. If you do need to park your car nearby, we request that parents and guardians respect our neighbours and do not block entrances or prevent access to properties.

It is the parent or guardian's responsibility to ensure the safe drop-off or collection of their child at the beginning and end of the school day. A member of staff is on duty in the morning at the pedestrian gate and Class Teachers escort the children to the bottom playground at the end of the school day.

## **Security**

For security reasons, all visitors must report to the School Office when entering the school building. Please do not walk onto the upper playground or go directly to classrooms without reporting to the School Office first.

We encourage you to try to arrange medical and dental appointments outside of the school day, however if you need to take your child out during school hours, **parents must sign their child in/out** at the designated register in the School Office. Please do not drop your child off at the end of the road / path and expect them to make their own way in to school.

## **Emergency Closures**

On rare occasions, the school may need to close in an emergency. If this is the case we will display key information on our website and send an email and text message to parents. We also use our twitter (x) feed **@ShottermillJrs** to inform parents and provide frequent updates. If there is no announcement then parents can assume that the school is open.

## **Parent Teacher and Friends Association (PTFA)**

All parents are automatically members of the association. The Annual Meeting is held in September when a committee is elected. During the year, a number of fund-raising and social events are organised and thanks to the hard work and efforts from members, we now have a constitution and are a registered charity.

You can help with supervising, planning or organising events and even if you can only spare an hour or two, your help will be very much appreciated. We welcome new members and new ideas really help to keep the excitement going! Please watch the website or PTFA Facebook page for key dates of meetings, which everyone is invited to attend.

## **School Website**

The school website is kept up to date with all the latest information for parents. If you have any queries please log on to [www.shottermill-jun.surrey.sch.uk](http://www.shottermill-jun.surrey.sch.uk) in the first instance, where recent newsletters can be downloaded, as well as curriculum information.

## **Parents' Forum**

The school holds **Parents' Forum** meetings termly. The agenda items are put forward by any parents via our parents' forum email account [parentsforum@shottermill-jun.surrey.sch.uk](mailto:parentsforum@shottermill-jun.surrey.sch.uk). Agenda items go directly to committee members, who may wish to contact you to clarify the topic for discussion.

**For issues that affect only your own child - please contact your child's class teacher directly, as our Parents' Forum is designed to be strategic, where we discuss whole school policy and ideas that will improve outcomes for all children.**

Copies of the Parents' Forum minutes are emailed to all families and uploaded to our school website.

## **Governors**

Our Governors are listed below and are group of volunteers focused on improving the educational offer for children at Shottermill and are representative of different viewpoints and stakeholders within the school and wider community.

If you wish to contact Governors directly, please do so by forwarding an email to the Chair of Governors: [chair@shottermill-jun.surrey.sch.uk](mailto:chair@shottermill-jun.surrey.sch.uk)

<b>Chair of Governors</b>	Mrs Beth Niven (Parent Governor)
<b>Vice Chair of Governors</b>	Mr Jack Robson
<b>Local Authority Governor</b>	Mr Brian Moulds
<b>Co-opted Governor</b>	Mr David Rose
<b>Co-opted Governor</b>	Mr Christopher Bongard
<b>Co-opted Governor</b>	Mr Simon McEvansonya
<b>Co-opted Governor</b>	Mr David Marshall
<b>Co-opted Governor</b>	Mr Tim Radcliffe
<b>HT Governor</b>	Mrs Kate Barnes
<b>Staff Governor</b>	Mrs Jayne Davies
<b>Staff Governor</b>	Mrs Julie Hall

If you know anyone who would be interested in becoming involved as a Governor please do ask them to get in touch.

## **Our Twitter Feed (or X)**

**@ShottermillJrs** is our official Twitter feed and is also linked directly to our school website. It provides a great platform for communicating messages to our families as well as to the wider community. We hope you enjoy seeing some of the photos and fun activities that we get up to at Shottermill.

Twitter is also an extremely useful method of communicating when children are away from school on educational visits and can provide a helpful indication of estimated time of arrival for parent pick-up, when children are returning after school hours.



## Other Communication Procedures

If you would like to pass on a message to the school or Class Teacher, the best way to do this is to email the **School Office** directly. In addition, you can speak with the member of staff on duty in the morning at the gate, or speak directly with the School Office which is open between **8:30am** and **4:00pm**. We also have a **parent post box** located directly next to the pedestrian gate, which is checked each morning for correspondence left out of school office hours.

If you would like the opportunity to speak with the Class Teacher, you can make an appointment through the School Office. We endeavor to respond to enquiries promptly and the Class Teacher will make contact as soon as possible to discuss your concern. Please note, that it is school policy that Class Teachers do not use email to respond to parent enquiries directly.

We request that you follow our clear procedure on the next page if you have a concern, starting in the first instance with the Class Teacher, who will usually have the best knowledge of the issue concerned.

### **Shottermill Junior School**

Lion Lane  
Haslemere  
Surrey  
GU27 1JF

Tel: 01428 642096

Fax: 01428 644823

Email: [office@shottermill-jun.surrey.sch.uk](mailto:office@shottermill-jun.surrey.sch.uk)

Twitter: @ShottermillJrs

[www.shottermill-jun.surrey.sch.uk](http://www.shottermill-jun.surrey.sch.uk)

## COMMUNICATION PRINCIPLES AND PROCEDURES

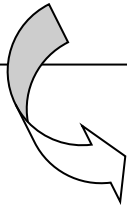
OUR AIM IS TO DEAL WITH ANY COMPLAINTS OR CONCERNS:

- \* Openly
- \* Fairly
- \* Promptly
- \* Without prejudice

### STAGE 1

If you have a concern, please arrange an appointment to see your child's Class Teacher.

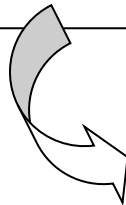
In most instances, issues surrounding learning, behaviour, attendance or well-being are easily solved by speaking with your child's Class Teacher, who will be able to listen and address your concerns with immediate effect.



### STAGE 2

If after this meeting you feel that the issue has not been resolved, we would ask that you make an appointment to discuss this with the next most senior member of staff available, such as a member of the Senior Leadership Team or the Deputy Headteacher.

In most instances, your concern will be discussed together with your child's Class Teacher present also, to enable us to plan a way forward.



### STAGE 3

If you believe that the issues have not been effectively addressed and you are still concerned about your child's learning, behaviour, attendance or well-being, you are welcome to request an appointment with the Headteacher.

If you feel your concern warrants a more senior or formal approach, you may make a formal complaint, in writing to the Chair of Governors to discuss the issue further.

## OUR PROCEDURES FOR DEALING WITH ANY COMPLAINTS OR CONCERNS WILL:

- Be publicised on our school website
- Be simple to understand and follow
- Be focused on outcomes
- Have established time limits for actions
- Keep people informed at all stages
- Where necessary, respect people's desire for confidentiality, within our establishment
- Be carefully monitored and evaluated
- Provide information to the Senior Leadership Team so that the school's procedures can be improved
- Be overseen by The Governing Body

**Our policy for dealing with complaints is available to view on our school website.**