

Safeguarding statements

Child Protection. Through their day-to-day contact with pupils and direct work with families, education staff have a crucial role to play in noticing indicators of possible abuse or neglect. Where it appears to a member of staff that a child may have been abused, the school is required, as part of local child protection procedures, to report their concerns to social services immediately. The Headteacher (and Assistant Headteacher in her absence) is the designated teacher responsible for child protection. The Chair of Governors is the designated governor responsible for child protection.

General Data Protection Regulation. This school collects data in order to meet its statutory responsibilities for the provision of education to children in accordance with the requirements of the Education Act 2002 and The School Standards and Framework Act 1998. Some of this data will be shared with Wakefield Metropolitan District Council and may be shared with other agencies that are involved in the health and welfare of school children. Please be aware that personal data is also covered by the General Data Protection Regulation 2018. Please see the school's Data Protection policy.

Safe recruitment and selection of staff. This school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All posts are exempt from the Rehabilitation of Offenders Act, therefore all convictions must be declared. Providing false information is an offence. Appointed staff, governors, regular volunteers and trainees have identity, qualification and criminal records bureau checks and have been successfully cleared to work with children.

Inclusion This policy will be applied to all pupils and their parents. We welcome our general responsibilities under the Disability Equality Duty by promoting equal opportunities, eliminating discrimination and improving access to learning for disabled people. In order to comply with the requirements of the DDA 2006 we will make reasonable adjustments to ensure all stakeholders understand and can follow this policy. We will actively seek to remove any barriers to learning and participation that may hinder or exclude individuals or groups of pupils.

Monitoring and review This policy is monitored by the Headteacher, who reports to governors about the effectiveness of the policy on request. It will be reviewed appropriate to new legislation or to the needs of the school.



Normanton All Saints CE (A) Infant School

High Street, Normanton, Wakefield WF6 1NR
Tele 01924 894309

Nursery Unit
(situated on a separate site)
Church Lane, Normanton
Tele 01924 898262

How to tell us about your.....

- * Compliment**
- * Comment**
- * Concern**
- * Complaint**

Information for Parents/Carers

*They pass this way only once so we should aim to
litter their pathway with quality experiences*

Have you a compliment, comment, concern or complaint about our school? Our overall aim is to provide a high quality education within a caring Christian environment for all our pupils. Any compliments, comments or complaints you have will be helpful to us as we strive to achieve our aims. It matters to us what you think.

Compliments We like to hear praise about our work and any compliments are obviously uplifting for staff and governors. We are extremely fortunate to have such high quality staff who, together with members of the governing body, are totally committed to the school. Staff work incredibly hard in the classroom during the school day and spend very long hours completing 'behind the scenes' planning and preparation task in their own time. Governors attend regular meetings at the school and all their work to support the school is given on a voluntary basis. We are all passionate in our efforts to ensure that this school is the best it can be.

It is important that your child hears you saying positive things about their school. It helps them to be proud of their achievements and promotes a strong sense of belonging to our school family. So, if you are pleased with a range of aspects of school life and learning opportunities, please pop in to speak with your child's teacher.

Comments We regularly invite parents and pupils to complete questionnaires about a range of school policies, procedures and events. You are also invited to add any further comments, including your views or any suggestions that you think could bring about further improvement. Thank you for taking the time to complete these, they are extremely useful to us. To further help with our monitoring and evaluations, we make a random selection of pupils and parents to give us their thoughts on certain aspects of school life. We also seek the views of specific groups of pupils and parents depending on the type of monitoring we are undertaking. Parents are encouraged to call into school to see their child's teacher or the Headteacher. Staff are usually available to speak with parents at the start of the day. However, as they are keen to get on with teaching their pupils, the preferred time to speak with the teacher is at the end of the school day.

Concerns If there is something that concerns you or you do not understand why we are doing something in a particular way, please do not hesitate to contact us. Normally a phone call or a visit to discuss your concerns will resolve the problem or put you at your ease if something has been bothering you. If you are dissatisfied with any action or lack of action by us, please let us know so that we have the opportunity to explain or resolve the situation.

What to do if you have a complaint against our school

- Come to school and speak to someone who knows about the problem and can help you. In the first instance this will usually be your child's teacher
- If you are still not happy, please telephone the school office on 01924 894309 to make an appointment to speak with one of our Assistant Headteachers. They will investigate your complaint and get back to you as soon as possible. Please allow us a reasonable time to investigate and respond to your complaint.
- If the problem has not been resolved please make an appointment to speak to the Head teacher. She will investigate your complaint and get back to you as soon as possible.
- If the problem is still not resolved, please write a formal letter of complaint addressed to the Headteacher.
- If you are satisfied once you have the Headteacher's explanation of the situation, then the matter is considered closed.
- If you are not satisfied, then you should write to the Chair of Governors at the school address and ask that the issue be investigated.
- When your complaint has been investigated you will be given the outcome in writing from the Chair of Governors usually within 20 working days.
- Most complaints are the responsibility of the Governing Body and will be resolved by them. A small number of complaints cannot be resolved by this process. If at any stage you need help or advice, you can contact:

If your child has additional needs contact : SENART 01924 302465 WeSail 01924 304152

We want to settle complaints quickly and informally whenever possible. If you have a complaint, please let us know as soon as possible. We will deal with your complaint honestly, politely and with the necessary level of privacy. If we have made a mistake, we will apologise.

Please note: Whilst we recognise that some complaints may relate to serious and distressing incidents, we will not accept threatening or harassing behaviour towards any members of the school community. We expect courteous and polite behaviour at all times. If you are abusive, aggressive or threatening during any part of the complaints procedure then we reserve the right not to engage with you. You will then be referred to the Governing Body who will review whether your complaint falls under the 'Unreasonable or Persistent Complainant' section of our complaints policy.

