



QUEEN'S
COLLEGE

PARENTS' AND PUPILS' HANDBOOK
2019-2020

CONTENTS

A. INTRODUCTION

B. PEOPLE, PLACES AND ROUTINE

1. Who's Who?
2. Who Can Help?
3. Queen's Parents' Association
4. Daily Routine
5. Absence
6. Boarding Information
7. Occasional Boarding for Day Pupils
8. Christian Tradition

D. SPORT, MUSIC AND ACTIVITIES

1. Sport
2. Music
3. After-School Activities
4. Riding
5. Speech and Drama
6. Dance

F. HEALTH AND SAFETY

1. Health and Medical Treatment
2. Accidents
3. Illness
4. Off Games
5. Fire
6. Safety
7. Smoking Policy

H. FURTHER INFORMATION

Parents' Complaints Procedure

C. ACADEMIC WORK

1. Form Structure
2. Curriculum
3. Assessment
4. Marking
5. Work Standards
6. Monitoring of Academic Progress
7. Personal and Social Education
8. Books Required
9. Learning Support
10. Communication with Parents
11. School Council

E. PASTORAL CARE AND BEHAVIOUR

1. Pastoral Care
2. New Pupils
3. Pupil Records
4. Bullying
5. Social Services
6. House System
7. Behaviour

G. SCHOOL RULES AND ROUTINES

1. Principles
2. Personal Possessions
3. Money
4. Watches
5. Lost Property
6. Snacks and Refreshments
7. Bicycles
8. Insurance
9. Uniform etc
10. Out of Bounds
11. Manners

A. INTRODUCTION

Welcome to Queen's College Junior School.

We hope that your child will be happy and fulfilled here. We aim to keep you fully informed about your child's education and the opportunities for parents to be involved in the life of the School.

For your information you should already have a copy of the prospectus which describes Queen's College as a whole, and new parents will receive a copy of the Joining Instructions which explain many of the practical aspects of starting at Queen's College Junior School. The Parents' and Pupils' Handbook will help you and your child understand how the Junior School works and should be kept for future reference. Regular newsletters and e-mails from the Headmistress will keep you informed of any changes.

Above all, please feel free to call in at the School, email the office (jamc@queenscollege.org.uk) or ring up (01823 272990), if you have any questions or problems - we aim to bring out the best in each child by working in close co-operation with parents.

B. PEOPLE, PLACES AND ROUTINE

1. WHO'S WHO?

MRS T J KHODABANDEHLOO	Headmistress, Designated Safeguarding Lead
MR R WILDE	Deputy Head, Director of Sport
MRS T UNDERWOOD	Assistant Head Academic, Designated Safeguarding Lead
MRS J CAMERON	PA to the Headmistress
MRS S MUSGRAVE	School Administrator
MR T ALDRIDGE	School Chaplain

ACADEMIC STAFF

MR D BAKER	Year 5 Form Teacher, teaches Games, Boarding Houseparent in Cotlake House
MISS H CASH	Student Support Co-ordinator
MR S CHISLETT	Year 6 Form Teacher, Head of Maths and Computing, Deputy Designated Safeguarding Lead
MR A CLARK	Head of Science, Senior School Boarding Houseparent
MR P DUDMAN	Head of Art and Design Technology
MRS L GARDNER	Year 6 Form Teacher, Teaches PE, Head of Games
MRS L GENT	Teaches Games
MRS P FOX	Year 5 Form Teacher, teaches Maths and English, Library
MR M KIRBY	Teaches Speech
MRS R OLIVER	Teaches Maths and English
MISS P ROSIE	Teaches Drama
MISS S SCUTT	Director of Music
MRS C THOMPSON-GARDINER	Year 4 Form Teacher, Library and Mental Health Champion
MRS A WADE	Year 3 Form Teacher and Head of Religious Studies
MISS N WILLIAMS	Year 4 Form Teacher, Head of History and PSHME

MATRONS AND BOARDING STAFF

MR D BAKER	Boarding Houseparent – Cotlake House
DR J BAKER	Mr Baker’s wife and Boarding Houseparent – Cotlake House
MISS R MORGAN	Senior Resident Matron
MISS HONOR ELLIOT	Resident Assistant Matron
MRS M THORNHILL	Part-time Matron – non-resident
MRS M DONALDSON	Part-time Matron – non-resident

SUPPORT STAFF

MR J WESTERN	Caretaker
---------------------	-----------

2. WHO CAN HELP?

School Office Opening Hours

8.00 am to 4.30 pm Monday to Friday (term time only).

a) Parents

Your son or daughter's form teacher has the responsibility for overseeing the academic development and pastoral care of your child. It is the form teacher to whom you should turn if you are concerned at any time about your child's work or social relationships.

There may be occasions when you want to discuss another area of School life, and in this case, contact the Junior School Office and you will be put in touch with the relevant member of staff.

Queries regarding school billing should be made to Mrs Lynn White in the Finance Office (Taunton 01823 340801).

The Headmistress is available and appointments may be arranged by contacting her PA, Julie Cameron, at jamc@queenscollege.org.uk or by telephone on 01823 272990. Alternatively, the Headmistress is in the playground from 8.00 – 8.20 am most mornings should you wish to have a quick chat.

b) Pupils

Every new pupil in Year 4 and above has a "guide", usually in the same form, who will guide him or her until they have found their feet.

The form teacher will take a particular interest in the work and activities of the children in their form and will help them with any difficulties.

The name of the member of staff on duty (MOD) for a particular day is displayed on the whiteboard in the Birchall Hall foyer and Years 5 and 6 children should report their house duties to the MOD. If pupils need special permission for something, or if they need to stay at school later than usual, the MOD is the person to see.

3. QUEEN'S PARENTS' ASSOCIATION

All parents are automatically members of the Queen's Parents' Association, which brings together the families of children in the Junior, Pre-Prep and Nursery schools. The primary aim of the association is to provide enjoyable events and entertainment throughout the year for the children and their families. During the year they raise funds, through events they stage, to purchase equipment for the children throughout the Junior, Pre-Prep and Nursery departments. The Parent Information noticeboards in the Birchall Hall and Pre-Prep foyers advertise forthcoming events.

4. DAILY ROUTINE

a) Day Pupils Arriving at School

Children should arrive between 8.00 am and 8.20 am each day from Monday to Friday. The bell goes at 8.20 am for registration. Please ensure your child **is in school for registration by 8.20 am every day**. Parents should use the drop-off point by the caged area, or drive round the ring-road to the drop-off zones and parking bays around the adventure play area. Please do not use the small car-park outside the front of the boarding house, and please do not obstruct the Headmistress' House driveway or park in the boarding spaces immediately in front of the boarding house. On occasion, if a child needs to be delivered to school between 7.45 and 8.00 am, they must report to the office/Headmistress' office on arrival. Younger children will sit in the boarders' small TV room until 8.00 am. Older children may sit in the Library until 8.00 am.

The School operates a security entry arrangement with the entrance gates and doors on an automatic locking system. Should parents need access to school between 8.30 am and 4.00 pm then this is through the electric entry and exit gate system and via the main front entrance to Cotlake House and the Junior School Reception with signing in procedure.

b) Lunches

All children have School lunches. These are well balanced, nourishing, and include salad alternatives to the hot main courses. There is always a vegetarian option and special diets are catered for.

c) Day Pupils Leaving School

The times children finish depend on whether or not they are involved in activities. (See Section D for details about After School Activities.)

Monday	4.00 pm (4.15 pm for Years 3 and 4 to allow for changing after Games) Years 5 and 6 in team squads will have games practices until 5.15 pm
Tuesday	4.00 pm or 5.00 pm depending on whether they have After School Activities/Clubs
Wednesday	4.00 pm (4.15 pm for Years 5 and 6) Note: Years 5 and 6 may be involved in a school match, which could mean a later finish time
Thursday	4.00 pm or 5.00 pm depending on whether they have After School Activities/Clubs
Friday	Years 3 and 4 may leave at 3.30 pm Years 5 and 6 at 4.15 pm

- i) Day pupils may do supervised prep until **5.45 pm** on any day, Monday to Friday, if this is more convenient for parents' arrangements. Form teachers check each morning which children are staying late that day. Names of children who are staying late are put on a 'Late List' for the MOD to check. After 5.45 pm your child will be taken to the boarding house and may be collected from boarders' tea in the Senior dining hall.

- ii) A roll call is taken of all children on site after the end of school so that the MOD can check who is on site, what they will be doing and where their activity will take place. Their names will be added to the 'Late List' if not already listed. **When a child is collected they must ensure that they 'sign out' with the MOD.** When the 'After School Club' bell goes, day pupils still in school on any evening should go to prep in the Computer Room, upstairs in the Haynes Building, from where parents may collect them, or from where they will be escorted to the buses.
- iii) Please allow a few minutes extra at the end of the day for clearing-up or changing. In the weeks when they have House or form duties, Years 5 and 6 children are expected to complete these and report House duties to the MOD before going home. Please use car-parks as for arrival at school in the morning.
- iv) Day pupils waiting to be picked up at the end of the day should wait in, or by the school buildings (Haynes/Birchall). They should not wait beyond the planters by the drop off point adjacent to the caged area, on the front drive or on the main road. For the safety of all children, parents are particularly requested to ensure that their child follows these rules.
- v) Children may only leave school in the company of a recognised adult unless permission has been requested by parents in writing. A recognised adult means a parent, guardian or other adult (e.g. another Queen's parent or family friend) nominated by the parents. In emergency, parents may telephone the school with instructions for their child that day.
- vi) During term time no child is allowed to travel in a car other than that driven by parents, guardians or members of staff unless prior permission is given in writing by parents or guardians.
- vii) If their lift is late, the child should come into school and ask the MOD or Matron to find out what has happened. Children should not wait outside. In no circumstances should they leave the school grounds – this includes going to Senior School, to a friend's house or trying to walk home. Any day pupils remaining after 5.45 pm may be taken across to the dining-room in Senior School with the boarders; they may eat supper with them by prior arrangement. Please contact school if supper is required.
- viii) Parents should inform the school in writing if their child intends to cycle to school. Children must wear a helmet and follow school cycle rules; in particular, they must wheel their bicycles on school grounds, and if they need to cross Trull Road they should do so on foot at either the zebra or pelican crossings nearby. Cycling within the school grounds is not allowed. Bicycles brought to school should be insured by parents and also named. Day pupils' cycles should be locked in the cycle racks. No child is allowed to borrow another child's bicycle.

5. ABSENCE FROM SCHOOL

Only the Headmistress may authorise a pupil's absence from school for a valid reason except illness; parents should seek permission from the Headmistress in writing in advance for unavoidable absences. We have long holidays during which we expect children to have routine medical and dental treatment. It helps avoid disruption to their learning and general school life if no requests are made for them to be absent during term-time, except for urgent family matters. Our term dates are published well in advance to assist parents booking family holidays.

For Day Pupil Parents: If your child is ill, please ring the school on (01823) 272990 between 8.00 am and 8.45 am on the first morning of absence and on each day thereafter. A message may be left on the answer-phone out of office hours. After a long absence, the parent should email or write a letter explaining the absence. Should a pupil need to attend a medical appointment during the school day, they must be collected from the office to be signed out and returned to the office to re-register via the main front entrance to Cotlake House.

6. BOARDING INFORMATION

Boarding plays a very important role in the life of Queen's College. We believe that enormous benefits can be gained from boarding. We also recognise that the needs of individual children and individual families differ; we therefore seek to make our boarding provision as flexible as possible.

There are many reasons for considering boarding. Children are encouraged to participate fully in a range of school activities and many who are fully committed find that boarding helps them to combine sustained academic study with a range of co-curricular interests. There are also great benefits in having the opportunity to be part of a community, to share experiences and to develop friendships within a structured and supportive environment.

a) Weekends

Weekend arrangements are flexible. Boarders are free to go home once their week's commitments have been fulfilled, usually by Friday 4.15 pm, although there are occasional Saturday sporting fixtures. They return to school on Sunday evenings from 5.45 pm or in some cases, on Monday mornings.

b) Permits

Weekend permits are available **provided school commitments are honoured**. These should be booked with the Matron Tel: 01823 340820 or Mr Baker Tel: 01823 340860 or email: dob@queenscollege.org.uk by 9.00 pm on the Thursday immediately prior to the weekend.

c) Overseas pupils

Parents who are resident overseas **must** appoint a guardian, who is resident in the UK, for their own child. The guardian will act on the parent's behalf. The named guardian **must** be available to accommodate the child at any half term or holiday time, as well as being prepared to be consulted by the school in any crisis or emergency. They must also be prepared to look after the child during a prolonged illness.

d) Term dates and half terms

Term dates and half terms are published well in advance. For half terms children stay with family or guardians. It is expected that children's travel arrangements fit in with the dates and times that are published in the school calendar.

e) Parental permission to go out with other children

Boarders are often invited out by other boarders or day pupils. Parents must email Mr Baker (dob@queenscollege.org.uk) to ask permission.

7. OCCASIONAL BOARDING FOR DAY PUPILS

The Junior School offers the facility for day pupils to stay overnight at school. Parents often make use of this facility when they are away from home for a period of time, have an emergency or when their child has to stay late at school for a special event, e.g. a concert. We provide beds in every dormitory to accommodate pupils from age 7 to 11. To book any length of time from one night upwards, please contact Matron (Tel: 01823 340820) or Mr Baker, in advance and she/he will provide you with the necessary information. Occasional boarding beds are provided on a first come, first served basis.

8. CHRISTIAN TRADITION

Queen's College is a Methodist foundation and seeks to uphold Christian values. Children of all denominations are welcome. The Chaplain takes assembly in the Junior School once a week. Other assemblies are taken by various staff and groups of pupils.

Occasionally there are Junior School Sunday services, which all boarders attend. Pupils and their families are included in the annual Harvest Festival and Christmas Carol Service. Year 3 and Year 4 parents are also invited to the Headmistress' weekly Wednesday morning family assembly which includes the Pre-Prep children too. Junior boarders occasionally attend the family services at Temple Methodist and Trull churches.

C. ACADEMIC WORK

1. FORM STRUCTURE

Year 3 (age 7-8), Year 4 (age 8-9), Year 5 (age 9-10) and Year 6 (age 10-11) are taught in mixed-ability classes for most subjects. Some 'setting' takes place for Maths and English.

Year 3 age 7-8	Year 4 age 8-9	Year 5 age 9-10	Year 6 age 10-11
3AW Mrs Wade	4CT Mrs Thompson-Gardiner	5DB Mr Baker	6SC Mr Chislett
	4NW Miss Williams	5PF Mrs Fox	6LG Mrs Gardner
			6RO Mrs Oliver/Mr Dudman

2. CURRICULUM

The curriculum is the core of school life and all children have access to a full range of activities and experiences. It is organised in such a way as to promote all aspects of the children's development. The children are taught the following subjects:

English, Mathematics, Science, History, Geography, Religious Studies, PSHME, Philosophy, Languages, Art, Design Technology, Music, Drama, Computing, PE and Games.

In Years 5 and 6, these are often taught as discrete subjects by specialist teachers.

In Years 3 and 4, the children are usually taught Languages, Design Technology, Music, Drama and PE and Games by subject specialists. The remaining subjects are usually taught by their form teacher.

You can find out more about the curriculum in the *Curriculum Handbook* which will be available during the Autumn term.

3. ASSESSMENT

All children are assessed throughout their time in the Junior School. Assessment informs teaching and learning and we aim to use the information acquired through assessment, to provide a broad and balanced curriculum suited to the needs of all individuals and groups of pupils. We recognise that there are different forms of assessment:

- assessment for learning, based on the day to day teacher assessments of children's learning and attainment
- assessment of learning, which includes end of year assessments
- assessment which involves a comparison of current and past attainment of a particular child, irrespective of the attainment of others
- assessment used to provide specific information relating to a child's strengths and areas for development

Children are regularly assessed in Reading and Spelling, and Cognitive Ability Testing (CAT) also takes place. These assessments can assist in monitoring their progress and to provide a baseline for comparison with their assessment results in the future and identifying potential in relation to attainment. We also carry out summative assessments in English, Maths and Science at the end of the academic year.

4. MARKING

Children's work is marked and reviewed regularly by staff, including verbal feedback. Work is marked according to the purpose for which it was set. Marking is positive; we do not highlight every mistake. Summary comments offer encouragement or suggestions for further improvements.

- a) A piece of good work or effort may be recognised with 1, 2 or 3 plus points for the child and their House. For an excellent piece of work the teacher may give the child a +4 certificate, to be presented to the Headmistress. Bronze, silver and gold centurion badges and certificates are awarded to children who achieve 100, 200, 300 and beyond plus points respectively, throughout the year. Pupils in Year 3 are also awarded weekly certificates at assembly for excellent work or effort on the recommendation of their form teacher.
- b) A child may be required to repeat a task if it is felt that they have put in little effort. Children are not reprimanded for failing to understand a task. The form teacher will keep in touch with parents over attitudes to learning.

5. MONITORING OF ACADEMIC PROGRESS

- a) The key role is played by the form teacher who is responsible for overseeing the learning and social development of each member of the form. Parents should approach the form teacher, in the first instance, if they are concerned about their child's progress.
- b) Midway through the Autumn Term, children in Years 4, 5 and 6 will receive effort and attainment grades. At the end of this term a full written report is sent home. There will also be informal discussions between pupils and their form teachers to discuss their progress and set targets. During the Spring Term, parents are invited to consultations. Summary reports are sent home at the end of this term. Full end of year reports are sent out at the end of the Summer Term.

Effort Grades

An effort grade will be awarded according to the 'best fit'.

Excellent (E)

- Maintains interest and concentration throughout a set task
- Consistently tries their best and strives to improve in all aspects of their learning
- Is keen and attentive in class or group activities
- Works co-operatively in group activities, supporting others when necessary
- Displays sensible, polite behaviour at all times
- Is well equipped for lessons and is keen to begin work

Very Good (VG)

- Shows interest and can remain on task
- Tries hard to produce work that is very good by his/her own standard
- Displays an interest in class or group activities
- Can be relied upon to contribute effectively to group activities
- Understands and applies acceptable codes of behaviour
- Is suitably equipped for lessons, arrives on time and is ready for work

Good (G)

- Works steadily and usually keeps to the set task
- Produces finished work of an acceptable standard
- Is sufficiently attentive in class activities to play a useful part
- Takes an active part in group activities in most circumstances
- Knows the acceptable behaviour codes in class and can follow them
- Is usually suitably equipped for lessons, punctual and ready for work with the minimum of fuss

Satisfactory (S)

- Will work on a task under general supervision
- Usually does the minimum required to complete a task
- Can be distracted in class or group activities
- Relies on others rather than contributing in group work
- Needs regular reminders about acceptable behaviour
- Tends to be poorly equipped, disorganised and slow to arrive for lessons and begin work

Poor (P)

- Requires close supervision to stay on task
- Tasks are rarely completed
- Easily distracted and unwilling to try to follow class and group activities
- Makes little effort to participate in group work
- Often behaves in an unacceptable way
- Careless with personal organisation and equipment, arriving late for lessons and reluctant to begin work

Children's attainment is reported as:

- **1** - is achieving above the expected standard
- **2*** - has made progress within this level
- **2** - has achieved the expected standard
- **3*** - has made progress within this level
- **3** - is working towards the expected standard

These are not comparable to National Curriculum Levels.

- c) At staff meetings when assessments are discussed, the form teacher recommends those children in the form who have put in particular effort or made particular progress for a commendation. Recommendations are also made at staff meetings if it is felt that a child would make more progress in a different form or set. Parents are always informed about any change and their comments are invited before such a decision is finalised.
- d) Occasionally a child may be given a Report Card to be given to the teacher of each lesson for comments on their effort. The Report Card is normally seen by the form teacher every day and by the Headmistress once a week. A child may be given a Prep Report Card if they do not complete their prep; in this case parents may be invited to sign the book each evening. A Report Card should be seen as a reminder of the need for greater focus, and a means of advice and encouragement, rather than a punishment; indeed, it has been known for a pupil to ask to receive a report card.
- e) The Headmistress is always interested in the academic progress of all children in the school and serious concerns about progress should be brought to her attention by any child, parent, or member of staff.

6. PERSONAL SOCIAL HEALTH & MORAL EDUCATION (PSHME)

Personal, Social, Health and Moral Education is delivered through allocated lessons, in form periods, through inclusion in some subjects and during assemblies. Pupils' mental health is as important as their physical health and we have a Mental Health First Aid Champion within the Junior School staff who has trained in supporting mental health awareness in school.

7. BOOKS REQUIRED

All books are issued as required and returned to the school after use without charge, unless they are lost or damaged. Children are expected to provide their own pen, pencils etc. They carry books between lessons in a personal organiser which will be supplied by the school when the child first joins the Junior School.

8. LEARNING DEVELOPMENT IN ENGLISH AND MATHS

We are aware that some children may need additional support, have specific learning difficulties or dyslexia/dyscalculia. Queen's is able to help a small number of children who would benefit from such help. Your child's teacher and Student Support Co-ordinator will discuss this with you. Children with additional needs can be withdrawn from normal lessons for specialist individual tuition.

9. COMMUNICATION WITH PARENTS

- a) Parents are welcome to come into school when dropping off and collecting their child to speak to a particular member of staff if available. Form teachers are often in their classrooms at the beginning of each day. The secretaries, a member of staff or a matron will be able to pass on a message, or a request for an appointment, if they cannot solve the matter themselves. Parents may prefer to ring the school to arrange a meeting in advance, so that the form teacher or Headmistress can consult other staff and arrange a time.
- b) For urgent messages involving either the whole Junior School, year groups or sports teams, we use ClarionCall to send text messages to parents' mobile phones. This is usually only for such times when events are cancelled at short notice or timings have been changed.
- c) Each year, children will be given a small personal planner to record details of their prep and other important reminders. Recommended times spent on prep are 20 minutes for Years 3 and 4 and 30 minutes for Years 5 and 6. In addition, children are encouraged to spend at least 10 minutes reading on their own or with others. We hope that parents find these diaries helpful in checking that children do their homework.
- d) These diaries are also an easy way for parents and the School to exchange information. E-mail addresses of all members of staff are in the planner in order that parents can contact staff direct. Parents should sign their child's planner each week.
- e) There are year group curriculum meetings for parents in the Autumn Term, parent consultations in the Spring Term and drop-in evenings in classrooms in the Summer Term. Dates are given in the calendar and information regarding booking appointments are sent out nearer the time.
- f) Parents receive a full written report at the end of the Autumn and Summer Terms, and a summary report at the end of the Spring term.

10. SCHOOL COUNCIL

The School Council also allows the children a forum to present ideas on how the school could be improved for them. A Junior School teacher holds responsibility for the School Council.

D. SPORT, MUSIC AND ACTIVITIES

1. SPORT

We are proud of all our teams and the staff work hard in coaching them. The children are delighted to represent their school and it is a commitment. **If selected for a team, a child is expected to play. Please note that there are occasional matches on a Saturday. Similarly, if required, boarder and day pupils are expected to attend squad practice sessions on Monday afternoons immediately after school.** Away matches sometimes return late; the dates and times are shown in advance in the calendar and the sports staff publish the teams at least 24 hours ahead.

A full programme of inter-school fixtures and tournaments are run throughout the school. For regular matches, teams tend to be selected from within the appropriate year group. However, for tournaments and cup competitions, we aim to field our strongest players within the relevant age group, regardless of the year group that they might be in.

2. MUSIC

There is a strong musical tradition in the school with a large orchestra, lower and upper Junior School choirs, jazz band, recorder groups and flute groups as well as other chamber music groups. **Parents who would like their child to learn a musical instrument should inform the school at their earliest convenience.** New parents can discuss the choice of instrument with music staff before their child joins the school. Individual lessons for most instruments are on a rota, so that the child does not miss the same class lesson each week. A term's notice is required **in writing** if instrumental tuition is to be discontinued.

All children in Year 3 will need their own descant recorder and these may be purchased from the Junior School's Director of Music. Instrumentalists may be entered for the Grade exams of Trinity College or The Royal Schools of Music, or for classes in the Taunton Festival of Music.

Parents are welcome to attend the many concerts which take place both in the Junior and Senior Schools. There is also a Choral Society for parents and staff. Further details may be obtained from the Director of Music in the Senior School.

Each term the Junior School's Director of Music organises Lunchtime Concerts in the Birchall Hall. Children are invited to play to friends and families as well as to the children from the Junior School.

3. AFTER-SCHOOL ACTIVITIES

On Mondays there are squad practices **which all 'A' team members are required to attend.**

On Tuesdays and Thursdays there is an organised programme of activities which runs until 5.00 pm. Children in Years 5 and 6 are expected to attend two activity sessions per week, one of which may be the Monday squad practice. Children in Year 4 are expected to attend at least

one activity session. Children in Year 3 may attend on a voluntary basis but are encouraged to choose one activity. All the Year 3 children are expected to join the Year 3 Club after the Autumn half term as this will be their Christmas play preparation.

Activities are organised on a termly basis with the options being sent home at the start of each holiday to enable children to make their choice in discussion with their parents ready for the start of the new term. A wide range of sports, hobbies and cultural pursuits are supervised by members of staff with an interest in that particular field. At the beginning of each term children select their chosen activity for each day, and it is usually possible to give children their first choice. However, they should choose carefully as, once booked, it may be difficult to change.

As children get older, there is sometimes a risk that they can take on too many commitments. This is particularly relevant to children who are also talented in sport and music and/or dramatists. We will work with parents to develop a plan if this is the case.

Homework Club

There is a Homework (Prep) Club after school each day until 5.45 pm where any child may do his or her prep at school under direct staff supervision. It usually takes place in the Computer Room, upstairs in the Haynes Building.

4. SPEECH LESSONS

Speech lessons are available with our tutor, Mr Matthew Kirby. Lessons are held in small groups. The syllabus covers speech, voice production, verse speaking, reading, play reading and the use of English. Pupils may take the exam of the London Academy of Music and Drama and enter for the Taunton and Somerset Speech and Drama Festival. There is a termly charge for Speech lessons and once started, if you wish your child to discontinue, you must give **a full term's notice in writing**.

5. QUEEN'S COLLEGE PERFORMING ARTS AND DANCE CLASSES

Classes are run by the Queen's College Performing Arts Academy in addition to the school's co-curricular programme. The classes focus on performance work culminating in a Dance Show.

Classes run term-time only and are charged termly to your school bill. Classes must be re-booked every half term if your child wishes to continue. **A half term's notice in writing** is required if parents wish to withdraw their child from these lessons.

Please note that Junior School commitments take priority over any Performing Arts or Dance classes.

E. PASTORAL CARE and BEHAVIOUR

1. PASTORAL CARE

The form teacher is concerned for both the academic progress of the children in his/her form and for their involvement in other areas of school life, as well as their relationships with other children. The boarders are under the care of Mr and Dr Baker and their team of boarding staff.

2. NEW PUPILS

Each new child, day or boarder, is given a "guide", an experienced pupil, to show them the ropes. Please let your child's form-teacher, or the Headmistress, know if there is anything which is making it difficult for him/her to settle in.

3. PUPIL RECORDS

We keep records of pupils' achievement in all areas of school life and of anything which may affect their happiness and progress at school. Confidential material is kept securely and is available to those who are directly concerned with the children's welfare. Pupils' files are subject to the 2018 General Data Protection Regulation. Records include:

- a) Reports from previous schools
- c) Copies of official correspondence with parents and guardians
- d) Notes on incidents which affect the child's welfare
- e) Details of any serious behavioural issues and sanctions
- f) Relevant medical information

Any details that you have given us will not be shared with third parties without your consent. Our privacy policy, which includes data retention periods and any third party processors, can be viewed by going to: <https://www.queenscollege.org.uk/uploads/files/privacy-policy.pdf>

4. BULLYING

No child should be unhappy at school because of any form of bullying, whether physical, intimidatory or persistent teasing. We encourage children to look out for one another and to inform an adult if they see any evidence of bullying. If you feel your child is experiencing any difficulties please inform us immediately so that we can take early action. Children and parents can be assured that we will investigate any reports of bullying thoroughly, and will handle the matter discreetly and sensitively. Parents are welcome to discuss issues of bullying with the Headmistress.

5. WHO YOUR CHILD SHOULD ASK FOR HELP – Please ensure your child reads this section with you

- a) Their **form teacher** is particularly interested in making sure that they are happy at school and are making progress in their work, so if they don't know who to ask about something, they should talk to their form teacher.
- b) The name of the **Member of Staff on Duty** (often called the MOD) is written on the white-board in the Birchall Hall lobby. The MOD supervises children at play times, gives permission

to go to special rooms, ticks off their House duties and sorts out any problems or special events that day.

- c) Mr Wilde (Deputy Head) and Mrs Underwood (Assistant Head) will help children with any problems.
- d) If it is something more worrying, a child may want to see their form teacher or the Headmistress. If they are not around, the teacher on duty will address matters. Mr or Dr Baker should be seen if the problem concerns boarding. The Chaplain is regularly in school and can provide a listening ear if needed.
- e) If your child has lost a shoe or some clothing, it may be in the 'lost property' box outside Mr Wilde's office. If they have lost something smaller, they should tell their form teacher who will try to help.
- f) **The Secretaries** often know the answer to children's questions and all the things parents want to know about what is going on. The secretaries work in the Junior School office.

6. SETTLING IN

- a) We particularly want our new children to feel at home in the school as soon as possible, so there are extra ways to find help.
- b) If your child is a new boarder they will have a **dormitory leader** who will show them what to do in the boarding house.

7. IF THEY ARE HURT OR ILL

- a) If your child is hurt, or if feels unwell, they should go to see a member of staff. They will phone parents if their child needs to be taken home.
- b) If someone else is hurt, or feels unwell, a friend can take them to the MOD. If they are badly hurt, or cannot get up by themselves, they should not be moved. Instead, help should be sought from the first adult at hand.
- c) If your child is a boarder they should not go to their dormitory if they feel unwell, unless a matron tells them to. Matron needs to know where they are if they feel unwell, so that she can check them.
- d) If a boarder is feeling ill after lights-out, they should tell their dorm leader who should go with them to see the Matron on duty that night.
- e) Medicines, ointments, plasters and tablets, must be clearly labelled and handed in to the office when a child arrives at school in the morning, or comes back from an absence. Staff will then make sure that they have their medicine. Some pupils are allowed to carry their own inhalers with them, but they must not lend them to other pupils.
- f) Off Games: day pupils should bring a note, or written in their planner, from their parents if they need to be off games or off swimming or both. The note should say how long they are to be off games etc and should be shown to the teacher who is taking the Games or PE lesson. If your child is off games in the afternoon, they should report to the office, or whoever is supervising off games pupils that day.

8. WORRIES AND COMPLAINTS

There is a page in the **student planner** with suggestions of people who can help if a child is worried.

The following tells them what to do if they are worried about something, or if they think that someone has treated them in a way that embarrasses them, is really unfair, or if they feel that there is something going on that is really wrong and should be stopped. If they don't understand any of it, please explain it to them or ask them to see a teacher or friend to explain it to them.

There are two things to remember:

1. They may just want to talk to someone to resolve something that they are worried about.
2. They may wish to make a complaint, that is, to let someone know that there is something very wrong going on. This tells them what to do.

What your child should do if they want to talk to someone

If they have close friends that they think can help, they should talk to them. If they are friends with their dormitory leader or someone else older than they are, they can talk to them. They will often be able to resolve a problem with them.

They can talk to any member of staff, not just their form teacher or the MOD.

They can talk to one of the Secretaries or any of the teachers or Designated Safeguarding Leads. They will nearly always be able to solve the problem with them.

BUT, there may be times when they would prefer not to talk to a member of staff. This is perfectly acceptable.

Then they could talk, write, telephone or email someone else like:

1. Parents/guardian
2. The school doctor or sister. Dr Downs or Dr de Cothi, College Way Surgery, Taunton telephone number 01823 259333
3. Somerset Direct: 0845 345 9122
4. Child Line telephone number: 0800 1111
5. Children's Commissioner: 0800 528 0731
6. Local Authority Designated Officer: 01278 359669
7. Independent listener – Helen: 01984 667207
8. Samaritans: 288998 or 08457 90 90 90

What happens if a child wants to make a complaint about something?

If your child wants to make a complaint about something, perhaps something that is seriously worrying them, perhaps about how someone is treating them, or if they think that something is very wrong, this is what they should do:

Go and speak to a member of staff they trust. They can take a friend with them, another pupil, another member of staff, anybody they want, or they can go by themselves. It is their choice. They will help them take the complaint to the proper people and see that something is done about it.

This means the problem may be written down either by your child or they can write it with the help of a friend or a grown-up and give it to one of the teachers. If they cannot manage to write it down, they can still make a complaint by telling a member of staff that they want to do so.

They do not have to tell anyone that they are complaining about them.

Your child may be asked to talk about the problem with Mrs Khodabandehloo, Mr Wilde or Mrs Underwood. These staff will help to solve the problem and know who to contact for support.

Your child might want to let someone know if:

They feel that someone has made suggestions that are not right.

They are being bullied.

They are being hurt by someone in some way.

Someone is being unkind to them because of their colour, race or religion or because they have a problem, or because of their gender.

They feel that they have been wrongly punished.

Someone has taken something of theirs and not returned it.

They feel that a teacher has said things to them that they shouldn't have said.

A teacher or someone has made fun of them.

They feel no one understands the difficulties they are having with their work.

An older child or dorm leader has been unkind to them.

Or anything else that is really wrong, including witnessing something that is wrong.

They should always be encouraged to tell someone if a grown-up wants them to do anything that makes them feel upset or unhappy.

The Queen's College Safeguarding Policy can be found on the College website: www.queenscollege.org.uk

9. SOCIAL SERVICES

The School works in partnership with members of the Somerset County Council Social Services Department who have responsibilities under the Children Act for the welfare of children in boarding schools. It is School policy to follow the guidelines of the Keeping Children Safe in Education Act 2018 and the College Child Protection policy.

10. BEHAVIOUR

The maintenance of good behaviour is essential if the School is to fulfil its aims for its pupils. Our system of behaviour is based on mutual respect between staff and children; encouragement and the reinforcement of good behaviour are the keys. Where sanctions are necessary they should be appropriate and in proportion to the offence, carried out as soon as possible so a child can then make a fresh start. Should a child be given a detention, this will usually take place during morning or lunch break, supervised by a member of staff. In cases of persistently poor behaviour it is the School's policy to consult parents before deciding what the sanction will be. This may, on rare occasions, involve the removal of a pupil, temporarily or permanently, from the School. Corporal punishment of any kind is not used. Staff record incidents and we hope that parents will contact Mr Wilde (Deputy Head) or the Headmistress if they have any cause for concern about behaviour.

The behaviour and attitudes of pupils at Queen's College Junior School are excellent. Children are kind and courteous to each other and to staff and visitors. We encourage good manners and presentation. We rarely see poor behaviour but if we do, action is taken promptly. If a child has problems behaving well, our aim is to teach them the correct way. We don't expect poor behaviour to affect the learning or enjoyment of school for others.

10. REWARDS AND SANCTIONS

a) Why do we have sanctions?

If a child does something wrong they are likely to be corrected and they may be given a sanction. This is to show quite clearly what is right and wrong and to encourage them to do the right thing next time. Teaching staff and matrons aim to be fair; if a child is given a sanction, they should remember that it doesn't mean that the staff don't like them – just that they do not like what they have done. If a child is sanctioned, the staff try to find a suitable action which may involve putting right some of what they have done wrong. They will also try to get this completed as soon as possible so that a fresh start can be made. If a child thinks they have been treated unfairly, they should tell their form teacher about it, or see the Headmistress.

b) What sort of sanctions are used?

- i) The staff may use a variety of sanctions which depend on what the child's behaviour has been:
 - Minor tasks that may reflect the nature of their behaviour, for example if they have left their clothes in the wrong place they might be asked to sort some of the kit in the lost property bin.
 - Minus House points (or minus 4 for a serious incident), which they have to report to the Headmistress who may take further action such as contacting their parents.

- Detention: Detention takes place at morning or lunch break. A member of staff will ask them to think about the consequences of their behaviour and often enable them to carry out a reflective task in order to understand consequences of their actions.
 - Longer tasks and additional duties eg. clearing up an area of the school.
 - Banning from relevant facilities eg. Birchall Hall, Computer or Art Room.
 - Missing a break/play time.
- ii) Matters such as stealing or bullying are dealt with by the Headmistress and staff very promptly. The Headmistress will talk to parents about what has happened. If a child continues to make the lives of other children in the school unhappy in these sorts of ways and they are unable to change their behaviour, they may sadly be asked to leave the school.

12. HOUSE SYSTEM and POINTS BOARD

- a) The children in the Junior School are divided into 4 Houses:
- Blackdowns (purple) Brendons (blue) Mendips (red) Quantocks (green)
- b) Brothers and sisters follow each other into the same House.
- c) Each House has two House staff.
- d) Prefects are appointed in an election by peers and staff.
- e) House activities and competitions take place throughout the year and points are awarded for 1st, 2nd, 3rd and 4th place. These points go toward deciding the overall House Championship. House competitions include Rugby, Netball, Hockey, Cross-Country, Biathlon, Cricket, Rounders, Swimming, Athletics and Tennis and the General Knowledge Quiz.
- f) The one House activity that operates all through the year is the **Points Board**. This is a termly competition that counts double towards the overall House Championship.
- g) Points are awarded to individual children by any member of the staff, including teaching assistants, matrons, secretary and visiting Senior School staff. Two types of points can be awarded: plus-points and minus-points.
- h) **Plus Points** can be awarded for any good work done in class or prep, with a maximum of +4 for any one piece. A +4 certificate is completed by the member of staff and given to the child, who then shows it to the Headmistress. Plus points are also awarded for helpful behaviour and contributions to the good running of the school. Individual high scorers are commended in assembly each week. Any child scoring 100 plus-points is awarded a Bronze Centurion badge and certificate, Silver for 200 plus-points, Gold for 300, Gold Plus for 400 and Gold Double Plus for 500. Year 3 also have Star of the Week certificates, which are awarded in assembly.

- i) **Minus-points** are sometimes given for unacceptable behaviour. Single minus-points are usually given. Particularly poor behaviour may result in a Minus 4 slip being completed and given to the child, who has to show it to the Headmistress at the earliest possible opportunity. Parents may be contacted following a Minus 4.

F. HEALTH AND SAFETY

1. HEALTH AND MEDICAL TREATMENT

It is the policy of the School that all new boarding pupils are medically assessed by the School Doctor on entry, and at such times in the future as may be deemed necessary. A Contact Form with medical information on the reverse should be completed for both boarding and day pupils and returned to the office prior to your child's entry to the school. Medical information will be kept for reference by the nursing staff. The College has several policies relating to medical issues, First Aid and Health & Safety and these can be viewed on our website.

2. ACCIDENTS

In case of accident children will be seen by a member of staff or School Nurse, and parents contacted if necessary. Any serious incidents will also be reported to the Director of Operations, who is the School Safety Officer. First Aid kits are taken on all school outings and to all sporting events. All Junior School staff are trained in First Aid.

3. ILLNESS

If a child feels unwell at school, he/she will be seen by the School Nurse or MOD and parents contacted if necessary. Day pupils feeling unwell should not phone home to ask parents to collect them; staff will do this when necessary. Medicines, ointments, plasters and tablets, whether prescribed by a doctor, or given by parents, must be clearly named and handed in to the office when the child arrives at school in the morning, or by boarders returning from holiday or permit. These will be locked away. Staff will then administer the medicine as prescribed. Children are allowed to carry their own inhalers with them for self-administration. Staff will complete a 'Medication Given' slip for any child to whom they have administered medication that day which will be handed to the child to bring home. If a child has vomited or had diarrhoea then they must not return to school for 48 hours from the last bout of illness to prevent the spread of infection in school.

4. OFF GAMES

- a) Any day parent wishing their child to be off-games should write a note stating whether the child is off games or off swimming or both. The note should explain the reason for the request and state clearly how long the child is to be off games etc. **The note should be presented to the member of staff responsible for the game or activity.**
- b) Pupils who are off games either observe/support the session, or are supervised by Matron, depending on their fitness.
- c) Unless there is medical advice to the contrary, a child who is off games stays at school for the duration of the school day. They do not go home at lunch time on games days.

5. FIRE

The School has Fire Regulations posted prominently in all classrooms and dormitories. Regular practices are held during the day time and at night for the boarders. The School is regularly inspected by the Fire Service and testing of the fire alarm systems takes place weekly.

6. SAFETY

The School has a Health and Safety Policy. Special regulations are in force for areas with particular hazards, such as the swimming pool, use of minibuses, the adventure playground, the use of hard balls and electrical equipment. Children are made aware of the importance of following such rules for their own and other people's safety. We ask parents to complete a permission slip at the start of each year to cover routine outings and trips and full details of these are given nearer the time. For events which involve greater cost, time or risk, we ask for specific permission. On most weekends boarders are taken on outings such as a family might ordinarily make, and permission for these is not sought individually. Details are available from the Houseparents who publish trip details in advance.

Parents wishing to obtain further details of School policy or to discuss any safety matters should contact Mr Wilde who has responsibility for Health and Safety within the Junior School.

6. SMOKING POLICY

Smoking is not allowed anywhere on the school premises.

G. SCHOOL RULES AND ROUTINES

1. PRINCIPLES

The guiding principles behind School rules are consideration and care for other people and a respect for their property, framed by the need to live harmoniously in a community. Our pupils must have a secure framework within which to grow up and by which they can attain high standards in endeavour and integrity. We are mindful of our Christian foundation and Methodist principles of charity and justice. The school operates from these guiding principles and rules regarding specific areas of school life will stem from these. For example, we do not run along the corridor because it stems from the principles of respecting others and caring for their wellbeing. We rely on parental support in attempting to provide our pupils with a secure framework within which to grow up, and by which they can demonstrate their own high standards. Please rest assured that we don't expect your child to be familiar with all school expectations straight away; they will be explained as the need arises in particular situations.

2. PERSONAL POSSESSIONS

a) We encourage the following:

- Board and other sociable games
- Equipment for hobbies: chess, art, drama props, model making or painting etc
- Equipment for outdoor sports: cricket bats, hockey sticks, rugby balls, tennis balls and rackets. (Hard balls may only be used under direct staff supervision)
- Interesting specimens relevant to classroom topics
- Reading books suitable for a child's age and ability

Boarders only

- Suitable posters for decorating dormitories
- Soft toys to cuddle in bed

b) The following items are forbidden at School:

- Knives
- Firearms, fireworks or explosives of any kind, matches or stink-bombs
- Sweets, chewing gum and chocolate
- Make-up and jewellery (except for boarders – see Boarders' Handbook)
- Spray deodorants, talcum powder, hair spray or hair gel (except for boarders – see Boarders' Handbook)
- Mobile telephones (except with special permission from the Headmistress)
- Game Cards
- Electrical equipment (except with special permission from the Headmistress)

3. MONEY

a) Day pupils who need to bring money to school (eg. when going on a school trip or to a friend's house for the weekend) should hand in the money to their form teacher, or to Matron, for safe-keeping during the day.

b) All boarders' pocket money should be given in to the Houseparents who administer the account. About £25.00 per term should be sufficient.

- c) No child may buy, sell, or swap articles in school, except with permission and under direct staff supervision.
- d) Children wishing to raise money for charity by sponsored events should first discuss their plans with the Charity Representative (Miss Williams).

4. WATCHES

- a) Watches should be named with the child's name or initials.
- b) They should be handed to a member of staff for safe-keeping during PE and Games.

5. LOST PROPERTY

Any clothing or games kit which is found around the school is returned to pegs if named or put in the lost property box by Mr Wilde's office.

At the end of term, games kit is checked by the form teachers and PE staff to ensure each child only takes their own kit home and any unnamed, unclaimed items are put on display in the Birchall Hall foyer, after which they are disposed of.

Mr Wilde is in charge of lost-property. Children should see him if they cannot find something they have lost.

6. SNACKS AND REFRESHMENTS

- a) There is no charge for these. They are served in the Birchall Hall foyer or outside on fine days.
 - At morning break we offer milk, squash and biscuits
 - For those children staying late we offer squash and fruit in the Chess Quad after school
 - Water is available at any time from the drinking fountains
 - Healthy, nut-free, snacks for consumption before After School Clubs/commitments are allowed, and must be consumed in the Chess Quad
 - Sweets, chocolate and chewing gum are not permitted in school or on school activities/trips at any time, however, boarders may bring sweets and non-perishable foods back to school, in a sealed container, and hand them to the boarding staff.

7. INSURANCE

- a) The School cannot be responsible for articles that are damaged or go missing, and a personal insurance should be taken out. Children are not allowed to bring expensive personal possessions into school.
- b) All pupils are covered up to £600,000 for Personal Accident Insurance and this cover is provided free of charge.
The policy details are available on our website-www.queenscollege.org.uk/nursery-pre-prep/admissions

8. UNIFORM

- a) Full details of uniform and where to purchase it are in the Joiners' Information booklet and on the College website. Further copies may be obtained from the office.
- b) All pupils are expected to arrive at, and leave school in school uniform on all occasions unless otherwise directed.
- c) Children should wear uniform to all official school functions, including evening events, unless this would be unsuitable eg. School discos and parties. Pupils will be told in advance of any exceptions to this rule.
- d) A pupil's clothing should be checked and renewed by parents/guardians during each holiday. Please make sure all clothes are named and looped.
- e) Trainers are used for many games outside. A second pair is needed by pupils for use on the Astro turf or indoors, which can easily be damaged by mud or grit. Trainers are to be worn for track and field events in athletics. No pupil may run in bare feet. Spikes may only be used with permission from staff taking that athletics session.
- f) Jewellery, cosmetics and aerosol deodorants are not allowed. For pierced ears, single studs only may be worn.
- g) Hair should be left its natural colour and worn in a neat style which is practical for varied school activities. Hair longer than collar length must be worn tied back. Slides and ribbons should be plain and in school colours (black, blue or yellow) and of sober design.

9. OUT OF BOUNDS

- a) No pupil may leave the School grounds during the School day unless accompanied by a parent, guardian, or member of staff.
- b) Any pupil who has to leave the School within normal School hours (e.g. for a hospital appointment or music exam) must be booked out by parents with the Secretary and re-registered at the office on their return.
- c) Pupils may not remain outside the main building after dark i.e. when security lights come on.

10. MANNERS

We expect a high standard of good manners, based on respect for other people. Pupils are expected to show politeness to all people, whether staff, parents, children or visitors to the School. Staff and Matrons in the dining-room will remind pupils of good table manners. Saying "Please" and "Thank You" to those who serve us is encouraged as routine.

H. FURTHER INFORMATION

PARENT COMPLAINTS PROCEDURE

This policy is applicable to the whole college including EYFS.

Policy Statement

Queen's College has long prided itself on the quality of the teaching and pastoral care provided to its pupils. Nevertheless, parents may occasionally have concerns they wish to raise and the School will receive these concerns in a positive and constructive manner. While parents will often wish to raise issues on behalf of their children, there may be issues which pupils will wish to raise on their own behalf and which are best raised by them and they will also be dealt with in a positive and constructive manner. Further information about pupil complaints can be found in Pupils Complaints Procedure Policy. Complaints from both parents and pupils will be treated as equally important and serious and should follow the procedure outlined below.

Written records of complaints will be kept for all those made in writing under the formal part of the procedure. A record will also be kept as to whether the complaint was resolved at this stage or proceeded to a panel hearing.

Complaints from Parents

Stage 1 – Informal

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally in the first instance contact their son/daughter's Form Tutor/Houseparent. It may be advantageous in appropriate cases to hold a preliminary meeting with the Chaplain. In many cases, this will enable the speedy resolution of the problem to the parents' satisfaction. If the Form Tutor/Houseparent cannot resolve the matter alone, it may be necessary for him/her to consult a member of the Senior Leadership Group.
- Complaints made directly to a Deputy Head/the Head will usually be referred to the relevant Form Tutor/Houseparent unless the Deputy Head/the Head deems it appropriate for him/her to deal with the matter personally.
- The Form Tutor/Houseparent will keep written records of all meetings, interviews and telephone conversations held in relation to the complaint and the action(s) taken to resolve it. Should the matter not be resolved within 7 days or in the event that the Form Tutor/Houseparent and the parent fail to reach a satisfactory resolution, the complaint will be referred to the Head by a brief written report by the Form Tutor/Houseparent, copied to the parent. The parents should put their complaint in writing to the Head within 5 working days of the conclusion of Stage 1.

Stage 2 – Formal

- The Head will meet/speak to the parents concerned, within 5 working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will keep written records of all meetings, interviews, e-mails and telephone conversations held in relation to the complaint.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision (in writing) within 10 working days of receipt of the written complaint. The Head will also give reasons for his/her decision.
- If parents are still not satisfied with the decision, they may lodge an appeal to the Governors.

Stage 3 – Panel Hearing

- To lodge an appeal, the parents should write, outlining the basis of their complaint, to the Clerk to the Governors, formally requesting that the complaint be considered by the Governors' Complaints Panel.
- The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the College. Each of the panel members shall be appointed by the Board of Governors. The Chairman of Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within 14 days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than 2 days prior to the hearing.
- The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend but must be someone who is not involved with the complaint. Legal representation is not appropriate or necessary at this stage.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 2 days of the Hearing. The Panel's decision(s) and, if any, recommendations, together with the reasons for them, will be sent in writing to the parents, the Head, the Governors and, where relevant, the person complained of. The decision of the Panel will be final.
- Wherever possible the recommendations of the Panel will be adopted by the College without delay, however there may be circumstances where the Board of Governors is not able to carry out these recommendations due to legal constraints or where to do so would, in their view, be of significant detriment to the College. In the event of the Governors deciding not to carry out part of a recommendation of the panel, the Clerk to the Governors will inform the parents in writing with the reasons for the non-adoption of the recommendation.
- If in view of the parents the complaint has not been adequately resolved by the Complaints Panel, they may wish to take appropriate legal advice.

Confidentiality

Parents can be assured that all concerns and complaints will be treated seriously, respectfully and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the College by paragraph 162(a) of the Education (Independent Schools Standards) Regulations 2002; where disclosure is required in the course of the College's inspection; or where any other legal obligation prevails.

It will be made clear to all concerned that complaints made by parents should not rebound adversely on their children and similarly that complaints raised by pupils should not rebound on them or on other pupils.

It may be possible to deal with a problem without naming individuals. However it may be impractical to investigate a complaint without identifying the member of staff or the child and in these instances, the complaint will be dealt with as sensitively as possible.

At several places in this handbook reference has been made to more detailed information eg. on safety regulations or daily routines. Please contact the Head's PA if you would like further details, or to arrange to meet the Headmistress to discuss any aspect of School policy. School policies are available on the College website – www.queenscollege.org.uk

USEFUL TELEPHONE NUMBERS

Headmistress and her PA:	(01823) 272990
Admissions (Junior, Pre-Prep & Nursery):	(01823) 278928
Boarding Houseparents:	(01823) 340860
Matrons:	(01823) 340820
Billing:	(01823) 340843
Junior School FAX:	(01823) 323811

E-MAIL ADDRESS

junior@queenscollege.org.uk

Updated June 2019