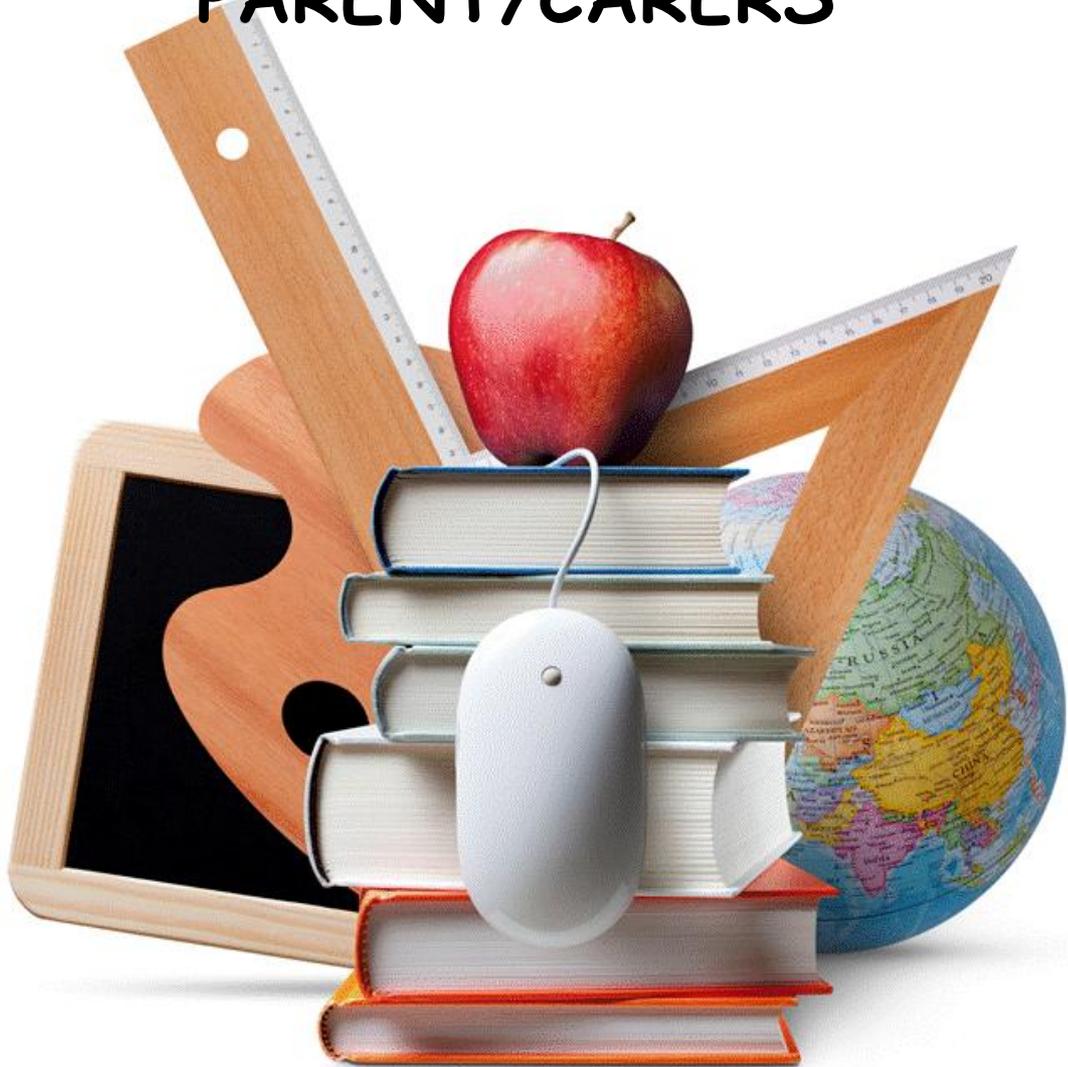


Queens Gate College

WELCOME PACK FOR PARENT/CARERS



Queensgate College

Welcome to Queensgate College, an alternative provision of secondary education. In this Welcome Pack we outline how we will care for your child, the curriculum we offer, standards that we expect and a number of organisational aspects to school life at Queensgate College.

Queensgate College is a small, secure and supportive environment in which we endeavour to provide a complete package for your child. We provide a personalised service with particular focus on life skills and personal development. We aim to deliver this service in an innovative and diverse which will inspire your child to fulfil their full potential. We recognise the value of student's past education history, culture and experiences to embed them into our teaching. Our strategies ensure students are supported in every aspect of their education.

With established links within the community, we act as advocate for our young people and their families to support them in areas such as education, welfare, and counselling.

As we live in a constantly changing multi-cultural world, we endeavour to provide our students with the skills that are essential for success in the twenty –first century.

A good home-school partnership will ensure that your child has the best possible conditions for success.

We would suggest that once you have read the contents of this Welcome Pack, you keep it somewhere safe so that you can refer to it in the future and use it as a place to keep important correspondence between Queensgate College and yourself.

I am proud of our college, our vibrant community and all the young people who walk through our doors.

Patricia Shodimu

Director

Queensgate College

THE SCHOOL DAY

09:00 to 09:50 **Period 1**

09:50 to 10.35 **Period 2**

10.35 to 10.55 **Break**

10.55 to 11:40 **Period 3**

11:40 to 12:30 **Period 4**

12.30 to 13:00 **Lunch**

13.00 to 13:50 **Period 5**

13:50 to 14:45 **Period 6**

End of school day

Revision and Intervention classes will take place from 14:45 onwards. You will be informed if your child is expected to attend.

Queensgate College

Term Times

School calendar for 2016/17

Autumn Term 2016

- Start - Monday 5 September 2016
- Half Term - Monday 24 October- Friday 28 October 2016
- End - Wednesday 21 December 2016

Spring Term 2017

- Start - Tuesday 3 January 2017
- Half Term - Monday 13 February – Friday 17 February 2017
- End - Friday 31 March 2017

Summer Term 2017

- Start - Tuesday 18 April 2017
- Half Term - Monday 29 May to Friday 2 June 2017
- End - Friday 21 July 2017

The above listing sets out dates for 195 days. Pupils are to be released for a further 5 days for the purpose of teachers' staff development (INSET). These days can be taken as inset days or equivalent twilight sessions.

Bank Holidays

- 26 and 27 December 2016
- 2 January 2017
- 14 and 17 April 2017
- 1 May 2017
- 29 May 2017
- 28 August 2017

Queensgate College

CONTACT DETAILS

Senior Management Team

Patricia Shodimu – Director

Alfonso Badolato- Head Teacher

Victor Escandell – Deputy Head – Academic Lead

Full details of teaching staff is available for view on school website – www.queensgatecollege.co.uk

Address and Telephone

Main Teaching site:

2-4 Commercial St,

Tower Hamlets

London

E1 6LP

020 3489 4240

Head Office / Second Teaching site:

192 Well Street

Hackney

London

E9 6QT

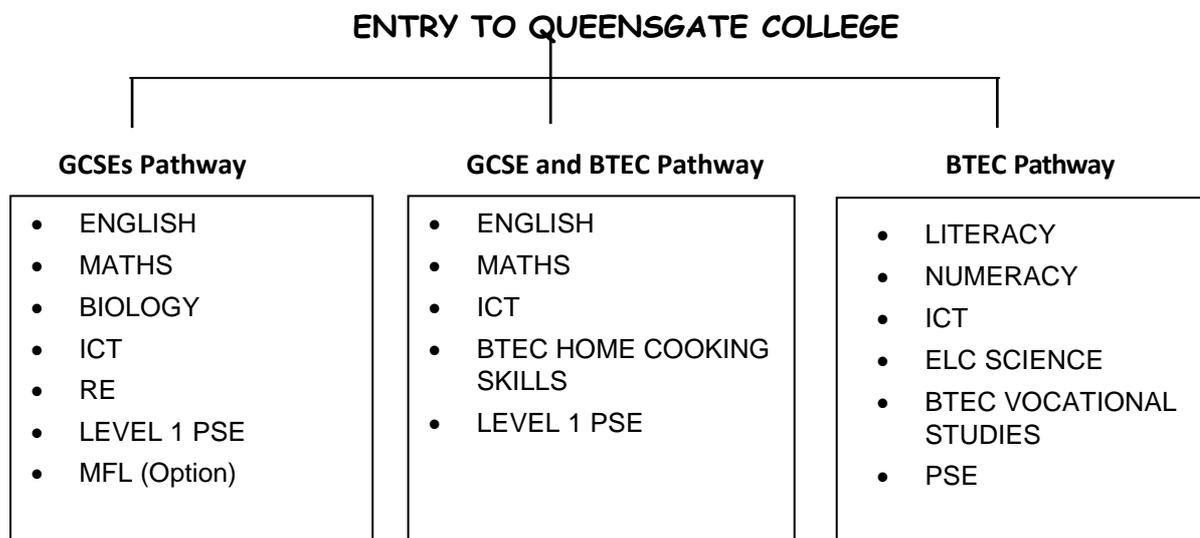
Queensgate College

THE CURRICULUM

In order to maximise the life chances of all of our students, we have designed a curriculum that is responsive and flexible. It is based around three pathways and routes, allowing students to access a curriculum that suits their learning needs and aspirations.

Students are required to complete initial assessment in each of the core subjects. The assessment results will determine which education pathway your child is placed within.

We must stress that the pathways are designed to allow students to move between them when their learning needs require.



Support for the Curriculum

Our students are supported and extended through the curriculum by a range of measures such as:

- One-to-one tuition in literacy and numeracy support/intervention.
- Subject intervention classes
- Revision classes
- Mentor conversation
- Parent/Carer and student review
- Reward systems
- Work placement opportunities (where appropriate)

Queensgate College

ASSESSMENT AND REPORTING

All students are set a target level for the end of the year. This target is based upon their initial assessment (baseline levels) results. Depending on when your child starts with us, we would expect to see progress of 1 to 2 sub-levels within a year.

All students' work is leveled regularly in each subject area. Students' class work will be monitored on a regular basis using both written and verbal feedback.

During a term, students will complete several targeted assessment tasks. These tasks will be leveled according to the National Curriculum and detailed feedback given to the students explaining how improvements can be made.

Every term, parents will receive an update of progress for their child in all subjects. You will be invited in to meet with your child key worker, who will provide information on achievement level, progress and identifying key areas on which to work.

Every half term, you will receive your child report card. This will provide attendance percentage, end of year target grade and current working grade.

However, if parents have any cause for anxiety they should contact the school immediately.

Homework

The expectation is that homework will be set, on a weekly basis, for all students in the core subjects:

- GCSE English & Functional Skills Literacy
- GCSE Maths & Functional Skills Numeracy
- GCSE ICT & Functional Skills ICT

Other subjects will set homework based on encouraging the development of independent study skills, examples of this could be:

- Researching specific topics, using a variety of methods including the internet, newspapers, books etc.
- Class room task completions
- Home-based tasks – Drawings, pictures etc
- Collecting evidence from newspapers and magazines.

It is expected that these forms of homework will be given on a weekly basis and returned promptly students. It may be expected for your child to remain after school to complete any outstanding homework. This will be recorded as homework detention.

Queensgate College

Marking

All homework is marked regularly by the class teacher in line with our school policy for marking. Students will, more often than not, also be given verbal feedback by the class teacher.

Operational Arrangements

Break and Lunch times

Students **will not be permitted** to leave the school building during break and lunch time. This is for the safety of students and reduces punctuality issues.

Bags and personal belongings

We have a very limited space available. Students should be discouraged from bringing any belongings to provision where possible, all school equipment is provided. Queensgate College is not responsible for the safe keeping of any personal belongings.

School Meals

We encourage students to be more aware of a sensible diet and to bring in healthy packed lunches. Lunches that are provided by Queensgate College will follow Healthy Schools recommendations and guidance.

Some families are eligible for free school meals. Families who receive income support, child tax credit (provided they are not entitled to working tax credit), job seekers allowance and asylum seekers should make an application for Free School Meals via their local education authority.

Snacks and Drinking Water

Teachers regularly encourage the students to drink water throughout the school day in order to support their health, learning and memory. However may not be permitted to leave class during lessons to get drinking water.

After School Activities

An up-to-date list of after school activities is available from the main office. Please note that these are not usually available at the beginning of the school year; it can take some time to organise activities.

Uniform

There is no uniform at Queensgate College however we do ask that all students come appropriately dressed.

Hats are not permitted to be worn during school hours. Students may wear them when leaving the building but will be asked to remove and place in locker upon return.

Queensgate College

Mobile Phones

Queensgate College **will not** accept any responsibility for any lost or stolen mobile phones. Mobile phones are requested to be handed in to class teacher at the beginning of the lesson. Any students who refuse will be subject to school sanctions.

P.E. Kit and Arrangements

The school's health and safety policy includes important aspects concerning clothing for PE as follows:

- The wearing of clothing and footwear appropriate to the activity is an essential safety precaution
- PE kit **is not provided** by the school.
- A change of clothes will be needed by all students to take part in lesson – Loose top and bottoms and trainers.
- Students must have a letter from their parent/carer if they cannot participate in a PE lesson because of an injury.
- Children should not wear jewellery, unless for religious reasons (and then it should be taped). If stud earrings are worn, they must be removed before PE, or covered with a plaster or tape.
- Long hair should be tied back or held in place by a soft hair band.
- If a child does not have their PE kit at school, they will do PE in their normal clothes.

Administration of Medicines

Medication is not administered in school. Any medication prescribed by a doctor must be given at home or administered by the child's parents/carers in school.

The exceptions to this are:

1. Long term medication for specific medication for chronic illnesses or long term health problems e.g. ADHD, epilepsy, diabetes, cystic fibrosis, etc.
2. Emergency medication, e.g. epipens, inhalers, insulin pumps, asthma pumps.
3. Medication on a school visit or journey, e.g. travel sickness tablets.
4. With the agreement of the head teacher, in extenuating circumstances, written agreement will be granted for first aid staff to administer medications.

Communication with Parents

Immediate/urgent contact with parent/carers is by telephone. Please ensure that you update us to any changes of numbers so we are able to update our contact records.

We may also contact you by text message if, for example, an after school activity has been cancelled or your child is unwell. **Please note that in emergencies a member of staff will contact you directly.**

Weekly telephone calls will be made by key workers to provide updates of the week. If they are unable to get through to you, a message will be left, where possible.

Queensgate College

Parental Involvement

We firmly believe in a positive partnership with parents, as well as students, to achieve our aims. When a student first starts at Queensgate College, there will be frequent and informal contact made to ensure that he/she has settled happily and quickly. There are also regular occasions throughout the year when you will be invited to meet to discuss your child's progress and ways in which you can support their work. We also provide a written termly report to update you to their progress.

If you wish to consult with us at other periods of the year, we ask that you call to arrange a mutually convenient time for issues which require privacy or will take a little longer to discuss.

Detention

Where students continue to fall short of the standards that are expected, sanctions will be employed.

Detention is a punishment which any parent might expect a child to receive if the child misbehaves. Students may be given detention for 30 minutes at the end of the school day at the discretion of teaching staff for misbehavior, misdemeanor, lateness or for failure to complete school and home work.

All detentions are supervised by a member of staff and meaningful work is set. Students who truant from school will be expected to make up the time by staying in school to complete the work missed in the lesson, which could be up to 100 minutes. This could apply to all the lessons missed. We aim to inform parents if the detention given exceeds 10 minutes.

Clearly we aim to work in co-operation at all times with parents and the young people in our care. We expect parents to support us on those limited occasions when a school detention is considered necessary. However, it should be noted that schools have legal authority to detain students on disciplinary grounds after the end of a school session even if the parent disagrees

Student Voice

All students of Queensgate College are given the opportunity to apply to be part of the School Council. The School Council meets every half term to discuss a variety of topics and key issues. Minutes are taken and circulated amongst the Senior Leadership Team, the School Council members and are available for the remaining Queensgate College students.

Queensgate College

CONTACT DETAILS

Local authorities

Hackney Educational Services - 020 8820 7000

Haringey Educational Services - 020 8489 0000

Tower Hamlets Educational Services - 020 7364 5006

Islington Educational Services - 020 7527 2000

Help Lines

Hackney Social Services – 020 8356 5000

Haringey Social Services – 020 8489 4470 / 5785

Tower Hamlets Social Services - 020 7364 5005

Islington Social Services -

National Help Lines

Childline

Helpline: 0800 1111

Website: www.childline.org.uk

ChildLine is the free helpline for children and young people in the UK. Children and young people can call on 0800 1111 to talk about any problem.

NHS Direct

The NHS Direct helpline offers health advice, information and reassurance 24 hours a day.

Helpline: 0845 4647

Website: www.nhsdirect.nhs.uk

National Domestic Violence Helpline

Helplines:

England 0808 2000 247

Freephone 24-hour National Domestic Violence Helpline run in partnership between Women's Aid and Refuge. This service is available for women and children experiencing domestic violence.

NSPCC Child Protection Helpline

Phone: 0808 800 5000

Website: www.nspcc.org.uk

Textphone for people who are deaf or hard of hearing: 0800 056 0566

The NSPCC Helpline is a free, 24-hour service which provides counselling, information and advice to parents who need support and anyone who has concerns about a child.

Queensgate College

Parentline Plus

Helpline: 0808 800 2222

Textphone: 0800 783 6783

Website: www.parentlineplus.org.uk

A national charity offering help and information for parents, carers and families via a range of services including a free 24-hour confidential helpline, workshops, courses, information leaflets, email and website.

Samaritans

Helpline: 08457 90 90 90

Website: www.samaritans.org

Samaritans provides confidential non-judgemental support, 24 hours a day for people experiencing feelings of distress or despair, including those which could lead to suicide.

Talk to Frank

Helpline 0800 77 66 00

Website: www.talktofrank.com

Ring FRANK anytime and speak to a friendly adviser who's professionally trained to give you straight up, unbiased information about drugs.

The Prince's Trust

The Prince's Trust provides financial and practical support for young people aged 14-30 who have been struggling at school, who have been in care, or who have been unemployed for a long period of time.

Telephone: 0800 842 842

Website: www.princes-trust.org.uk

Children's Legal Centre

The Children's Legal Centre works to ensure that children's interests are represented at every level of the legal process. Children and Young People may contact the Centre on the Young Person's Freephone line.

Community Legal Advice: 0845 345 4345

Child Law Advice: 0808 802 0008

Website: www.childrenslegalcentre.com

Queensgate College

Student Absence Procedures

Queensgate College attendance procedures are in line with Hackney Local Authority guidance on absences. Full policy, procedures and entitlements are available to all parent/carers, students and staff.

Our aim is to ensure that all students:

- Have access to a high quality education that enables them to achieve their potential.
- Fully participate, now and in the future, in the social, economic, and educational opportunities.

This can only be achieved by students being in class!

What are our procedures?

- Parents/carers are responsible for informing the school by telephone on the first day of their child absence.
- If your child is off school due to long term illness or condition, it is the duty of the local authority must make arrangements for your child so they can keep learning. We will send work home so your child doesn't miss too much. If your child is to be off in the longer term other arrangements can be made.

Is it ever alright for my child to be off school?

Absence from school can be authorised in the following cases:

- Sickness
- Medical appointments
- Days of religious observance
- Exceptional family circumstances
- They are going to a meeting about a Children's Hearing or court, or if they are going to a Children's Hearing, care review or court.
- By permission of the Head of School

Parent/carers are asked not to book family holidays during term time or during periods of students' work experience. Permission needs to be given prior to a "Family Holiday" being taken by a student at Queensgate College

- Holidays should not be taken during periods of formal examinations.

What will Queensgate College do if my child is off school?

Unless you have already explained to us the reason for your child's absence, we will:

- Telephone you if your child does not arrive for registration.
- Write to you to invite you for a strategy meeting if your child has continuous attendance concerns.
- Refer persistent absences to the school attendance officer.

Queensgate College

What should I do if my child is anxious or worried about going to school?

Your child has a right to be safe and happy whilst in education. At times students can be anxious or worried about going to school. This can happen for lots of reasons such as

- Worry about something like homework
- Class test
- They are being bullied
- They have fallen out with other students or a teacher.

Sometimes parents will let their child stay off school because they think the school isn't handling the situation well enough. Unfortunately this does not help find a solution to the problem. It's important to talk to us if this kind of problem happens.

Please contact a member of staff with any worry your child has which is affecting their education. If you would like to talk to someone about your child's worries or concerns there is information about agencies you can contact for help and advice at the in this booklet.

What is truancy?

If your child stays off school without permission and without good reason this is called **Truancy**.

Truancy can happen when a pupil doesn't attend for just a part of the day, or for the whole day. Sometimes truancy happens because the pupil is unhappy at school. Maybe the pupil is being bullied, or struggling with their learning, or there is conflict with teachers or other pupils.

Parents must remember that they should not ignore or agree with or condone their child's truancy.

We will do what we can to find out the reason behind the truanting. We will take immediate action and keep you informed.



Introduction to Safeguarding Information

The following information will provide you details of how we meet our safeguarding and child protection responsibilities. We have also included some tips to help you to keep your child safe.

The Lead Designated Safeguarding Officer:

PATRICIA SHODIMU

02034894240

patricia@queensgatecolleg.co.uk

Designated Safeguarding Team is:

Alfonso Badolato

Katie Sharpe

Victor Escandell

Your child's Key Worker is:

Details will be provided on first report card

If you would like to see our full Safeguarding policy, please visit the school website – www.queensgatecollege.co.uk .

IF YOU ARE CONCERNED ABOUT THE SAFETY OR WELFARE OF YOUR CHILD OR A CHILD YOU KNOW YOU SHOULD ACT WITHOUT DELAY

Contacting Hackney Children's Social care:

If there are concerns about a child's welfare the Lead Designated Safeguarding Officer will contact the First Response Team (FRT) within Hackney Children's Social Care (CSC) who are part of the Access and Assessment Service.

During office hours – Tel: 020 8356 4844 Fax: 020 8356 5516

Outside office hours in emergencies – 020 8356 2710

The CSC referral form can be emailed to FRT on cscreferrals@hackney.gov.uk

Secure versions of this email address are

cscreferrals@hackney.gov.uk.cjism.net and cscreferrals@hackney.gcsx.gov.uk

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engage in sexual conversations, photographs, videos or actual meetings

Children and young people are excited and engaged by all types of technology and you should encourage your child to use them safely. They also need to learn how to manage risks as they will have to all through their lives. Younger children will be much easier to supervise and you will decide if and when they should begin to use these technologies.

Here are some tips to help you manage the risks:

- Try to put the computer in a family room where it will be easier for you to supervise your child's online activity
- Ensure that your child knows they should never give their full name, address and contact details to people they chat to on the internet
- Gently explain that some people they talk to on the internet may not be who they say they are and might say or do unpleasant or hurtful things
- Investigate whether the 'parental controls' available from some internet service providers will be helpful and consider installing software that can filter out inappropriate material
- Talk to your child about their internet use. Ask them which sites they enjoy most, and why? Show you are interested, while understanding their need for some privacy
- Impress on your child that they can talk to you if they are worried about something that has happened during their internet use, as you would for anything else

You may be alerted to question your child's online activity if they are:

- Spending more and more time on the internet
- Being secretive – reluctant to talk about their internet activity, closing the screen page when you are close by
- Spending less time with the family, or giving up previous hobbies and interests
- Losing interest in their schoolwork, regularly failing to complete homework
- Starting to talk about 'new friends' that you have not met and who do not visit your home
- Overly possessive of their mobile phone or computer – perhaps overreacting if someone picks it up or asks to borrow it
- Showing fear or discomfort when their phone rings, or quickly turning it off without answering
- Undergoing a change in personality that you cannot attribute to any obvious cause.

Remember that none of these signs prove that your child is at risk in any way, but if you notice anything that confuses or worries you try talking things over with them. They may well tell you to stop fussing. They may be laid back.

In any case, think about their demeanor and attitude as well as what they say.

If you are still concerned contact one of the helping agencies listed in this booklet.

Queensgate College

Child abuse and what to look for:

Queensgate College's safeguarding policy is to ensure every child who attends our provision is safe and protected from harm. Safeguarding is defined as:

- Protecting children from maltreatment;
- Preventing impairment of children's health or development;
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- Taking action to enable all children to have best life chances.

(Working Together, DfE 2015)

This includes, but is not limited to safeguarding children in specific circumstances

Neglect	Physical abuse
Emotional abuse	Sexual abuse
Bullying, including online and prejudice-based bullying	Racist, disability and homophobic or transphobic abuse
Gender based violence / violence against women and girls	Radicalisation and /or extremist behaviour
Child Sexual Exploitation and trafficking	The impact of new technologies on sexual behaviour e.g sexting
Teenage relationship abuse	Substance abuse
Gang / youth violence	Domestic abuse / violence
Female Genital Mutilation	Forced Marriage
Fabricated / induced illness	Poor parenting

No parent wants to think about the possibility of their child becoming the victim of abuse, and thankfully most children never have to face abuse. Even so, it is important for parents to be aware of the possibility and to know that help is available if the unthinkable does happen.

Although there is always a lot of media focus on 'stranger danger' the abduction of children is rare and the threat from strangers is quite small. You should still ensure that your child knows the rules about keeping safe when they are out alone.

Most children know their abusers. They may be family members or friends of family, someone who works with the child or someone who lives in the community.

There are four types of abuse: physical, emotional and sexual abuse and neglect. There are many signs or indicators that a child might be suffering abuse. There may be injuries, but it is more likely that you will notice some change in your child's behaviour.

If you notice anything that concerns you, talk to your child to see if you can find out what is happening. Remember that if your child is being harmed he may be too frightened to tell you. If your child becomes distressed or you are not happy with the explanations, you could talk to an adult you trust or call a helpline or children's social care services. Our designated person at school will also try to help.

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Some signs to look for are:

- Bruises or other injuries
- A change in behaviour – from quiet to loud or happy go lucky to withdrawn
- Pain or discomfort
- Fear of a particular person or a reluctance to be alone with them
- Secrecy around a relationship with a particular person
- Reluctance to discuss where they go, or who they are with
- Sexual talk or knowledge beyond their years
- Being watchful or always on edge
- Losing interest in their appearance, hobbies or family life
- Alcohol or drug taking
- Having money and refusing to say where it has come from
- Wetting the bed
- Becoming clingy

You will find more useful information in the school's Safeguarding policy.

If your child is being bullied:

We define bullying as behaviour that is deliberate, repeated more than once and is designated to be hurtful. Bullies tend to pick on children who they think are unable to defend themselves. Bullying is not only about hitting or fighting. It also includes name calling, threats, taking belongings, intimidating and making unkind or abusive remarks. Children may try to hide the fact that they are being bullied because they are afraid or ashamed but you might notice some signs for example your child might:

- Change their behaviour
- Come home with torn clothing
- 'lose' their dinner money, or ask for extra money
- Try to avoid going to school
- Complain regularly of headaches or stomach aches
- Have unexplained cut or bruises
- Play truant

We have anti-bullying procedures that help us to identify and deal with any case of bullying in school, but bullying does not only take place in school, it can also happen in the home or in the community.

Bullying can be serious and cause a lot of distress. If your child tells you that you are being bullied in school, ask for their permission for you to tell us. They may not have told us themselves because they are afraid that the bully will find out and the bullying will get worse. Try to help them to understand that the bullying will not stop whilst it is kept a secret. As soon as we know what is happening we will follow our anti-bullying procedures to try to stop it.

It is also distressing to suspect that your child might be bullying other children. Our anti-bullying procedures include trying to support children who bully to change their behaviour, so please talk to us if you think your child needs some help.

What we will do if we have a concern about your child:

If we are concerned that your child may be at risk of abuse or neglect we must follow the procedures in our child protection policy. You can look at the policy in school, or receive a copy to take home. Please just ask at the school office.

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The procedures have been written to protect all pupils. They comply with our statutory responsibilities and are designed to support pupils, families and staff. The procedures are based on the principle that the welfare of the child is the most important consideration.

In almost all circumstances, we will talk to you about our concerns and we will also tell you if we feel we must refer our concerns to children's social care. We will ask your consent to make a referral, but in some circumstances we may need to make the referral against your wishes. We will only do this if we genuinely believe that this is the best way to protect your child, and the fact that you did not consent to the referral will be recorded.

If we think that talking to you first might in some way increase the risk of harm to your child, we will report our concerns to children's social care and take advice from them. We will normally tell you that a referral is being made and we will record the reasons why we decided to follow this course of action.

All child protection records are kept separate from your child's general school file. Records are stored in a locked cabinet or drawer, and if stored on computer they are password protected. The only staff who have access to the records are those who need to know about the concerns in order to protect and support your child.

You can ask to see what information is held about your child, and we will normally agree to this, but if we are unsure we will seek advice from the local authorities' designated officer or children's and families' social care.

Child protection is a very sensitive issue and it raises many questions and a range of strong emotions. We will do everything we can to support our pupils and you can be assured that any action we take will be in the best interests of your child.

Queensgate College

How to complain to Queensgate College

Queensgate College believes that all complaints should be treated seriously and courteously and given the time they require to be heard. It is important to the school that complainants have confidence in these procedures and know that their case will be investigated impartially.

What happens at the first stage?

Most concerns, complaints or potential complaints can be resolved by talking to the member of school staff concerned. The school office can tell you who you should speak to first. If the concern isn't resolved by speaking to a member of staff, you should then request a meeting with the Head teacher who will investigate your complaint and aim to inform you of the outcome within 10 school days.

Where the concern relates to the actions of the Head teacher, you should contact your child's named school.

If parent/carer have not yet complained to their child's school, contact the Local Authority, Council Officers will ask for written consent to share information regarding their complaint with the school in question. If the complainant declines to provide their consent, the matter will not be taken any further. If consent is provided, the Council will pass the complainant's concerns onto the school.

What happens at the second stage?

At this stage, you may be asked to provide written information regarding your complaint. In the letter you should

- Make it clear why you are complaining.
- Say who you have spoken to already
- Explain what you want to happen as a result of your complaint.

We are sensitive to the particular needs of parent/carers who may have difficulty in making a written complaint or for whom English is not their first language

In some instances, the Head of School will already have been involved in looking at the matter; in others, it will be their first involvement.

Procedures

1. The Head of School (or designated member of staff) will acknowledge the complaint within 3 working days of receipt.
2. A mediated meeting between the complainant and the school to discuss, a solution may be suggested if both parties are in agreement. The aim here is to seek an early resolution to the complaint for the benefit of the student, parents or carers and the school.
3. The Head of School will, if necessary, interview witnesses and take statements from those involved. If the complaint concerns a student, the pupil should also be

Queensgate College

interviewed. In some instances, another member of staff with whom the pupil feels comfortable may be asked to attend. It may be appropriate, depending on the circumstances, to invite a parent or carer to be present when the Head of School interviews a pupil.

4. The Head of School will keep written records of all meetings, telephone conversations and other contacts made during the course of investigation of a complaint.
5. Once all relevant information has been gathered, the Head of School will then formulate a written response to the complainant. The Head of School may, additionally, suggest a meeting to discuss the complaint and seek a resolution. The written response should include a full explanation of the decision reached and the reasons for the decision. Where appropriate, this will include details of the action taken to resolve the complaint. If the complaint concerns a member of staff and action is to be taken against the member of staff concerned, the phrase 'Appropriate action has or will be taken' should be used.
6. If you find the Head of School's response inadequate and wish to take matters further, the complaint will be processed to stage 3.

What happens at Stage 3?

Independent Panel

If you are dissatisfied with the response you receive in stage 2 then you must write to the school within 10 working days and request that your complaint is further considered by an independent panel.

Procedures

1. On receipt of this information, the Head of School will be responsible for the appointment of the panel and you will be contacted to arrange a suitable meeting time, ideally within 10 working days (term time). The meeting time and venue will be confirmed in writing once agreed so that parent/carer has suitable notice to attend.
2. The panel will consist of at least 3 people, not previously involved in the complaint procedure and independent from the management of the school. However, they will be connected with the provision by the referral process.
3. The meeting will be attended by the independent panel, the Head of School as well as parents. Parents are entitled to bring appropriate accompaniment to the meeting should they wish. The complainant will be able to fully discuss their dissatisfaction and concerns as well as allowing the Head of School to explain the school's earlier responses.
4. Minutes will be taken by the chair of the panel. Both Head of School and parents will be informed of the result of the panel review in writing within 10 working days of the meeting.

ALL POLICIES ARE AVAILABLE UPON REQUEST AND ON SCHOOL WEBSITE

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