



'It's awesome at Ayesome'

Headteacher: Ms Lisa F Biggin MA

Deputy Headteacher: Mrs Mary Murray NPQH

**Ayesome Community Primary School
Worcester Street
Middlesbrough
TS1 4NT
Tel: 01642 244961**

**Ayesome Community Enterprise Centre (ACE)
Extended Services Manager: Miss Karla Huddart**

School Business Manager: Mrs Jan Holder CSBM

Email: office@ayresome.net Website: www.ayresomeprimaryschool.co.uk ACE email: ACE@ayresome.net

Friday 13th May 2016

Dear Parents and Carers

There are a number of matters that we need to bring to your attention in a short newsletter this week, the full newsletter will be distributed next week.

Well done to all Year 6 staff and pupils, a gruelling week but we got there!

Complaints and conciliation

School has a clear policy on resolving potential issues with regard to your child **or** how school is operating. The full complaints policy is listed on our website. Parents are respectfully requested to follow protocol and use informal resolution as the preferred way forward. If parents have an issue they would like to discuss these are the protocols that we follow;

Informal stage

If the complaint is regarding their child, parents should make an appointment with the class teacher so that the complaint can be dealt with quickly and efficiently.

- Parents should avoid approaching teachers at the beginning of the day or at the end of the day before children are dismissed. This is so that the teacher can give the parent their full attention as when children are present the teacher's main function is to teach.
- Class teachers will willingly see parents after the close of school providing training or other appointments are not conflicting with the parent's wishes to see them. If this is the case, the next available appointment time can be agreed quickly. Parents can refer the matter to the Phase Leader in the class teacher's absence.
- If having seen the class teacher or the Team Leader the parent is not satisfied with the outcome, they are asked to make an appointment to see the Assistant Headteacher.
- If after seeing the Assistant Headteacher the parent is still not satisfied with the outcome they are then asked to make an appointment to see the Deputy Headteacher.
- If after seeing the Deputy Headteacher and a satisfactory resolution is not agreed, parents should seek an appointment with the Headteacher. If after seeing the Headteacher they are still not satisfied parents should put their complaint in writing and address it to the Headteacher. The complaint will then be dealt with according to the formal complaints procedure listed on our website.

We hope that this clarifies approaches on school site. In addition, Mrs Webb our Pupil Inclusion Parent Support Service (PIPSS) Manager and qualified Social Worker, will always be available to see parents who have concerns about their child or family welfare issues.

Open Forum mornings

The following Open Forum mornings will be hosted by Ms Biggin, Headteacher weekly;

Friday May 27th Early Years parents 8.30 a.m. – 10.00 a.m. (2 year olds, Rising 3's, Nursery, Reception)

Friday June 10th Phase 2 parents 8.30 a.m. – 10.00 a.m. (Years 1,2 and 3)

Friday June 17th Phase 3 parents 8.30 a.m. – 10.00 a.m. (Years 4, 5 and 6)

Safeguarding

There have been in recent weeks, a number of community safeguarding texts and posts in local press. These incidents have happened across the Middlesbrough area. Please remain vigilant with children and impress upon them safe practices, stranger danger and the **Yell Run and Tell** approach if they are faced with a situation they feel uncomfortable in for example;

Yell – as loud as you can to attract attention

Run – as fast as you can away from the group or individual

Tell – a trusted adult as soon as you can to get you some help e.g. teachers, police, relatives, shop assistant etc.

Fundraising

We are fundraising for UNICEF to support children in need across the world. Led by Miss Marine in year 4, parents are being asked to donate funds as detailed in the letter sent out this week.

P D Day for teacher training

Please note school is closed to pupils on Monday 6th June 2016.

P D Day dates for 2016-17 are (subject to change in exceptional circumstances):

Thursday 1st September 2016

Friday 2nd September 2016

Friday October 14th 2016

Tuesday 3rd January 2017

Friday 28th April 2017

Best wishes for a super weekend,



Ms L. F Biggin, Headteacher