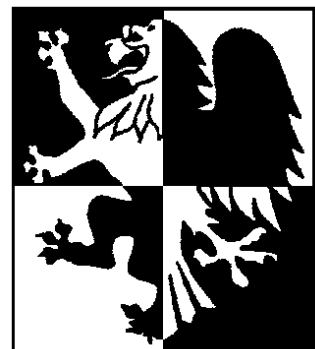




INVESTOR IN PEOPLE



www.scewindsorschool.com

Windsor School Prospectus

Welcome



Windsor School...

'.....provides a stimulating and supportive environment where students are challenged by high academic and social expectations.'

'.....is a good school with outstanding features.'
Ofsted 2007



Welcome to Windsor School. This prospectus has been designed to give you the information that we believe is important for you to make decisions about the school.

All parents want the best possible education for their children. Windsor School aims to achieve that strong desire by creating an environment in which young people can live, learn and develop to their true potential. Your son or daughter deserves the best opportunity now, we must make sure that they make the most of their time at the school and prepare themselves for the next steps in their education and life.

Students are challenged to achieve high standards in all areas. We are proud of the achievements of the school and of individual students. Every opportunity is taken to develop a culture of achievement. One in which students are given individual attention in order to meet their needs and help them progress through the school.

At the centre of the school are the essential values that guide our day to day actions. Care, courtesy, consideration and respect are crucial for all. Our high expectations encompass all aspects of life and learning within the school.

Windsor School has a long tradition of success in many areas. Our students are at the heart of the school and continue to achieve high standards. Parents are crucial partners in this process. We try to make strong links with parents and our community in order to ensure our students are offered the best. Ofsted in 2007 stated that our links with, and contribution to, the community were outstanding.

We firmly believe that every child matters at Windsor—it is our job to ensure that your son or daughter not only matters, but succeeds in order to meet the demands of the twenty-first century.

Please contact the school to arrange a visit or seek further information.

I look forward to meeting you.

B Davies

Mr B Davies
Headteacher



BACKGROUND

Windsor School opened in September 1987 on the amalgamation of two long-established Service Children's Schools, Queen's on JHQ and Kent at Hostert. At its height Windsor School catered for over 1000 students. Due to recent drawdown we now have just over 400 students.

The school serves a large day catchment area RASU, a weekly boarding catchment area embracing AFCENT and SHAPE, and a much more extensive area for full-term boarders including LANDCENT and AIRCENT. In addition we admit A' level students and, by parental preference, students from throughout Germany.

Due to MOD recruitment policy we cater for students from Commonwealth and NATO countries. They bring new languages and new cultures into the school. This enhances the quality of life at Windsor and adds a rich international dimension our student's lives. Specialist provision is available for students using English as a second language.



SCHOOL AIMS

Our aims can be seen as four pillars, which both support the mission statement and provide the means to achieve it. These four pillars are:

- *academic and curricular*
 - *social and personal*
 - *environmental*
 - *professional support and development*
- To develop the academic talent of every student in an atmosphere which is sensitive to their different abilities, and so to lay the foundations of knowledge, understanding and skills upon which each student can become a confident, independent learner
 - To help all students to know and to value themselves, and to develop their self-discipline, responsibility and co-operation
 - In partnership with parents and with the local community, to promote a sense of responsibility for the school and the wider community through a developing awareness of the needs of others
 - To encourage each member of staff to view professional development as both a continuing responsibility and an entitlement..

Four key words form the key principles underpinning all aspects of the school. They are:

- **Care**
- **Courtesy**
- **Consideration**
- **Challenge**

We expect high standards



Windsor School

FACILITIES

The school has an extensive range of high-quality facilities with well-equipped laboratories, computer rooms, workshops, music rooms, and a spacious library. Virtually all teaching rooms are equipped with a PC projector and interactive whiteboard. The computer network consists of 230 work stations throughout the school, a ratio of one computer to every 2.9 students—a very good average.



We have a large sports hall, as well as a gymnasium and easy access to the various sporting facilities on JHQ. A fitness centre is our most recent addition to help keep our students fit and active.

Modern kitchens provide an attractive selection of meals for students at midday. Smart Cards are used to pay for meals.

THE STAFF

Windsor School has a well-qualified academic staff of approximately 50, who have been recruited mostly from the UK. In addition there is a support team of administrative, technical, learning support, cleaning and care staff who contribute fully to the life of the school.

SCHOOL GOVERNANCE COMMITTEE

The School Governance Committee (SGC), which meets twice a term, is currently chaired by the Col R W Warren Chief of Staff, UKSC. This committee mirrors the Governing Body in UK schools, but with fewer responsibilities.

The SGC discusses policy and practices on such matters as curriculum, premises, personnel and finance. Members include parents from all surrounding areas. Concerns can be raised with them to bring to the meeting. A full list of current members is included with the prospectus.

THE SCHOOL DAY

0845	Registration
0905	Lesson 1
0955	Lesson 2
1045	Break
1105	Lesson 3
1155	Lesson 4
1245	Lunch
1345	Lesson 5
1435	Lesson 6
1525	Lesson 6

Our school day consists of six 50 minute lessons



CURRICULUM AND ORGANISATION

The school curriculum at all stages fulfils the national requirements

Students in Years 7, 8 and 9 follow the National Curriculum throughout Key Stage 3.

Students in Years 10 and 11 follow courses leading to GCSE and other Key Stage 4 examinations described in the Options Brochure available from the school.

A range of one or two-year courses is available for sixth form students. These are described in the sixth form prospectus.

Years 7, 8 and 9: Key Stage 3

Each pupil is placed into a mixed-ability tutor group for registration and in Year 7 pupils are taught in this tutor for the majority of their lessons. During Years 8 and 9, students are taught in 'sets' with other students of similar ability for a number of subjects. Students with specific learning difficulties receive help in timetabled lessons from the Learning Support staff, who may also withdraw students for intensive tuition, if necessary.



Every effort is made at this stage to build upon the work of the primary schools and a comprehensive programme of visits and consultation ensures continuity and progression on transfer to Windsor School. All students follow the National Curriculum Core and Foundation Subjects of:

English	Mathematics	Science
Religious Education	Physical Education	Personal Development
ICT	French	German
Design & Technology	History	Geography
Drama	Music	Art

Years 10 and 11: Key Stage 4: The GCSE Years

Our provision in this area has been designed to fulfil the requirements of the National Curriculum to allow for transfer between Windsor and UK schools and to offer those students with particular talents the chance to develop these.

Students in Years 10 and 11 follow a compulsory core of **English, Mathematics, Science, PE, RE, Personal Development and ICT**

and have a choice of option subjects which may include:

French, German, History, Geography, Design and Technology (Product Design), Food Technology, BTec Hospitality, Child Development, Business and Information Studies, Art and Design, Music, BTec Health & Social Care, GCSE Religious Education, GCSE Physical Education and ICT



Further information on all these courses is available from the appropriate Head of Year in a separate booklet entitled 'Windsor School Option Booklet' which is issued to all Year 9 students in the spring term and to all new students joining the school during Years 10 and 11. Extensive consultation takes place with parents and students prior to Key Stage 4 choices being made.

At the end of Year 11 students may take up to 10 GCSEs and there is a possibility for early entry throughout Years 8 and 9 in Languages and in Year 10 for Art, Mathematics and Music.

The Sixth Form / Key Stage 5

Windsor School sixth form provides a wide range of courses, including over 20 subjects at AS/A2 level and 4 BTEC courses for students over the age of sixteen. The entrance requirements to the sixth form are that students meet the grade criteria in each subject area and are prepared to work and accept the behaviour contract. Students hoping to follow a course leading to A levels awards normally require at least 5 GCSE passes at grade C or above.

The current range courses offered at AS/A2 are as follows:

Art, Biology, Business Studies, Chemistry, Design and Technology, English Literature, French, Geography, German, History, ICT, Mathematics, Mathematics, Music, Music Technology, Philosophy of Religion, Photography, Psychology, Physical Education Physics and Film Studies.

In addition, three vocational courses are available: **BTEC (Level 2 and Level 3) Health and Social Care and BTEC (Level 2) Sports.**

A number of GCSEs are also offered - which for this year will include **English, Mathematics and Science retakes.**

All sixth form students take part in a course of personal and social development and general studies and are encouraged to be actively involved in the school community as its senior members. Much emphasis is also placed on preparation for the next stage in their learning, be it the world of work or Further and Higher Education.

A separate booklet is available on the range of courses and activities on offer in Windsor sixth Form.



HOMEWORK

Students throughout the school, as part of their learning programme, will be required to undertake regular study tasks at home. Clearly the nature of assignments will vary as will the demands on a student's time according to the subject and the age of the student. Whilst it is the responsibility of the teaching staff to define the task and monitor performance, success depends ultimately on the motivation and self-discipline of the student. Parents are vital in promoting a positive attitude towards homework, encouraging regular study times and providing a suitable study environment. To help students manage their home study time more effectively homework timetables and planners are issued to all students. In all years students are expected to make up work missed through absence.

EXTRA CURRICULAR ACTIVITIES

A range of sporting and recreational activities are offered throughout the year. These range from training for SCE sports festivals and schools through to master classes in science and technology. The annual school production involves many students on and off the stage—and our musicians of course. The Rheindahlen Music Centre works closely with Windsor School and provides an excellent range of activities—including the very popular Saturday morning Music School.

International links

Windsor School, because of its unique geographical context within Germany and close to Holland, Belgium and France, is ideally placed to allow us to develop the international dimension of education. There are a number of schools in Germany and Holland. Additionally a number of both day and residential visits are offered to enable students to develop an awareness and understanding of other cultures and languages. Students are strongly encouraged to benefit from these opportunities which would not be so readily available within the UK. A small number of examples of initiatives undertaken to date include links with the local schools in Hardt and Rheindahlen, residential and day visits to Liège in Belgium, the sixth form Model European Parliament initiative in Holland, a residential study visit to Berlin, the Paris

Conference and Key Stage 3 trips to Paris and Epernay. All of which help to complete the cycle of learning from the classroom to the outside world and back again to the place of learning.

Windsor has been selected to run a Comenius project for two years. This started in September 2009.





PERSONAL DEVELOPMENT AND CITIZENSHIP

Windsor School places great emphasis on helping all students to increase their self-confidence their understanding of others and their knowledge of their environment. The PD programme spans all years and includes Personal, Social Health Education, Citizenship and Careers Education & Guidance. Varied teaching programmes, and a wide range of extra-curricular activities and visits, both subject based and extra-curricular, contribute to the students' personal and social development. We encourage students to take on responsibility

through active involvement in committees, charity fund-raising, year councils and the school council.

SEX & RELATIONSHIPS EDUCATION AND DRUGS EDUCATION

Sex & Relationship Education and Drugs Education is delivered through the PD programme, using 'specialist' staff and outside speakers from recognised agencies. The programmes of study vary according to the age of students and conform to guidelines laid down by Service Children's Education and the Department for Education and Skills (DfES). In all years the moral and family context of sexual relations are stressed, as are the consequences of ignorance and/or promiscuous sexual behaviour and drug abuse. A copy of the SRE policy is available from the school.

LEARNING SUPPORT DEPARTMENT

Special Educational provision in Windsor School conforms to the Code of Practice.

The Head of Learning Support leads a well-qualified and dedicated team of staff who support students with learning difficulties across the entire age and ability range. This work is aimed towards the full integration of students into the life of the school. All children are entitled to follow the National Curriculum and much of the department's work involves supporting students within the normal framework of lessons. However, it may be appropriate to withdraw a child from ordinary lessons for a specific purpose. In keeping with the school's policy, parents will be fully involved in any decisions affecting their child.

If your child has had any sort of special educational provision or has previously been supported in an educational setting, please contact the Pastoral Clerk at Windsor School before taking up your posting. The pastoral clerk contact number is 0049 2161 472 3179. If you are unsure, then please do ring as it is better to discuss your child's educational provision ahead of admission to the school. Time is needed to collect reports and information about your child. The Special Educational Needs Co-ordinator can be available at the admission interview if necessary.

If your child is subject to a Statement of Special Educational Needs you should seek the advice of Children's Education Advisory Service (CEAS) in the UK. Their education helpline is 01980-618244. This should be done before approaching the school for admission in order to ensure that the school is adequately resourced to meet the specific needs of your child.



ARRANGEMENTS FOR PASTORAL CARE

Students

In any school a system which ensures that every student is known and cared for is essential if each individual is to make satisfactory progress academically and develop his or her particular talents and interests.

Year Groups

Students are grouped in Years under the direction of Key Stage Co-ordinators. Each Year Group is assigned a social and recreational area. Year assemblies are also held at least once a week.

Tutor Groups

On arrival, students are allocated to a tutor group. Every effort is made to link new arrivals with past acquaintances or others living in the same area. One or two students are additionally assigned to act as 'mentors' to enable newcomers to settle quickly into the new routines and to find their way about the buildings. The tutor group is identified by the Year number and the tutor's initials. The tutor is the first point of contact for parents.

School and Year Councils

Each tutor group elects representatives to sit on the Year Council, which acts as a forum for discussing pupil initiatives and/or grievances. Major whole-school issues would be referred to and considered by the Whole School Council attended by year group representatives and chaired by the Headteacher.

CONSULTATION WITH PARENTS

Children are most likely to thrive at school if parents and staff work together, communicate and consult with each other. The partnership between home and school is very important to us. A monthly newsletter from the school is supplemented by bulletins from Year staff on issues relating to a particular year. You are most welcome to visit the school but, whenever possible, please telephone first to ensure you meet the member of staff you wish to see. Please bring to the school's attention any situation which is causing concern and inform us of any domestic or medical matter which may be affecting a pupil's school performance.

REPORTS AND PARENTS' MEETINGS

Written reports on a pupil's progress will be issued each year and you will be notified of the dates of Parents' Evenings when you can discuss progress with staff. Do, if possible, attend these important consultation sessions to gain first hand knowledge of your children's work and progress. Outside these occasions you are welcome to see your child's Head of Year.

FOOD AND HEALTH

Windsor operates under the guidance of the School Food Trust. A whole school food policy provides further guidelines aimed at establishing a healthy approach to food and all other aspects of school life.



Working with primaries

TRANSFER AND CONTINUITY WITH OUR PARTNERSHIP SCHOOLS

The transition from primary school to secondary school is an exciting yet also a worrying time. At Windsor School we try to ensure that the move is as smooth as possible and realise that the continuity between the two phases is vital if we are to maintain the pupils' levels of progress and attainment.

On arrival at Windsor School pupils will already be familiar with the environment through our programme of departmental liaison work and induction visits. The Head of Lower School also visits all primary schools during the summer term with the aim of erasing any concerns and answering questions from Year 6 pupils and similarly

parents are provided with the opportunity of visiting the schools during our annual open evening in early July. During this visit parents are given a virtual tour of the school, provided with detailed information on the curriculum and have an opportunity to meet Year staff but more importantly their child's tutor.

During the first few weeks at Windsor School the pupils are helped as much as



possible to grasp the layout of the school and our daily routines. They are assisted not only by their Tutors and subject teachers but also by the Year 11 mentors who are given thorough training for this vital supportive role.



CAREERS EDUCATION

Rheindahlen Careers Centre

Sited in Windsor School, in room S3, the Careers Centre is one of 4 centres in Germany based within a Service Education Secondary School.

Who are we?

We are an integral part of Service Children's Education and are responsible for providing the Career Service to SCE Schools. As professionally trained Careers Advisers we help young people reach decisions about personal career, employment and education choices. In our Rheindahlen centre we have a library dedicated solely to providing information for this purpose.



We work in partnership with Personal Development and guidance staff to deliver a programme of careers education and guidance for students Y9 – Y13. Whether your child is 13 years old and just about to decide which GCSE's to takeor.....15 and about to take those dreaded exams.....or.....over 16 and making some important choices about what they ought to do next, then you will find information which will be of significant value to them. Although we deal primarily with Windsor School students we are also here to help children, and their parents, who are boarding in the UK.

Contacting your Career Adviser

Liz Martin

Rheindahlen Careers Centre
c/o Windsor School
Rheindahlen
BFPO 40

Tel: JHQ Mil: 472 2585
Civ 02161 472 2585
Fax 02161 472 2838

Opening hours to the public: 09:00 – 16:00 Mon – Fri

WORK EXPERIENCE

All Year 10 students and many sixth formers undertake a period of work experience in local military and civilian firms. This is seen by students and future employers as valuable preparation for the world of work.

The Year 10 Work Experience takes place in the last two weeks of the summer term.



School Uniform

APPEARANCE AND DRESS

Parents are requested to assist the staff of the school in maintaining a high standard of appearance by ensuring that their children are correctly dressed on all school occasions. Sixth form students are considered separately from the rest of the school over matters of dress, but are required to dress appropriately and smartly.

The uniform for Years 7 to 11 has been kept as simple and practical as possible and all items should be readily available through school, NAAFI or the local shops. Parents are additionally requested to ensure that the soles of footwear are not of the type which mark tiled floors. Heels should be no higher than 5cm (2 inches) as students are expected to move around the school and up and down stairs.

Clothing should be of the correct size for the student and not excessively baggy. We expect all students to wear their uniform appropriately. Trousers and skirt should be worn at the waist, shirts tucked in when worn under the sweatshirt, but can be worn outside trousers or skirt when in shirt sleeve order. All clothing should be kept clean and tidy.

Plain white polo shirt – no logos

White T-shirts or vests can be worn underneath the polo shirt, however, they should not be visible at either arms or waist. The polo shirt can be worn outside trousers or skirt in warm weather (shirt sleeve order) when not wearing a sweatshirt.

Black school trousers/skirt

Leggings, jeans, ski-pants and skirts of unreasonable length (very long or very short) are unacceptable. Trousers must be worn at the waist.

Black school sweatshirt

The only permissible logos on sweatshirts are those of the Windsor School or Rheindahlen Music Centre. A black school sweatshirt is a compulsory item and must be worn in the autumn and spring terms.

Black, sensible school shoes

(canvas shoes, trainers, high-heeled or platform-soled shoes are not acceptable) . **Shoes must be worn at all times except when students are involved in sport or by arrangement in Drama lessons.**

Jewellery

For reasons of health and safety, jewellery should not be brought to school; students may wear one 'sleeper' or stud in each ear only, but entirely at their own risk.

Nose-studs or any other visible form of body-piercing are unacceptable.

Hair must not be worn in either an extreme style or unnatural colour.

PE and Games Kit

Boys: white T-shirt/polo shirt
black shorts
white socks
any colour soccer/rugby kit - complete
soccer boots
training shoes
tracksuit - dark colour
towel

Girls: white T-shirt/polo shirt
Black / navy blue games skirt
training shoes
tracksuit - dark colour
towel
white socks



A PE kit bag separate from that used to carry books and other items of school equipment.

All items of kit must be clearly marked with the student's name. This will help to ensure the return of expensive kit if mislaid.



Positive behaviour

BEHAVIOUR AND DISCIPLINE

At Windsor School we believe in the importance of developing in our students a sense of responsibility, self discipline and respect for themselves and others. We shall only be successful in producing a friendly atmosphere within the school if everyone accepts that good standards of behaviour are essential at all times. We will therefore encourage and reward good behaviour in ways that are recognised and valued by students.

For the majority of students the question of punishment never arises, but there will inevitably be occasions when a student needs correction. Failure to meet acceptable standards of work and behaviour may result in a range of sanctions, including detentions at lunch time and after school.

In extreme cases of indiscipline the school has the right to exclude a student either for a fixed term or permanently. This is a rarely used sanction.

In general terms we expect students to:

- **show respect, consideration and courtesy to others;**
- **show care and concern for the school environment;**
- **co-operate with their teachers so that progress may be made in lessons;**
- **avoid bringing into school anything which could constitute a nuisance, a health hazard or a danger to others**

These expectations in turn produce a set of rules to which students are expected to conform, a copy of which is in the student planner.

In the event of a student consistently failing to meet any of these expectations parents will be consulted.

Windsor School is firmly opposed to all forms of bullying. We do not tolerate such behaviour. We appreciate that some parents are concerned about this issue particularly with their children's move to a new school. The school will react firmly and promptly if bullying is identified. We encourage all students to support each other and see Windsor as a 'telling school'. We encourage students to tell an adult or an older student if they are being bullied or see someone being bullied. If you ever think that your child is being bullied, please inform his or her Head of Year immediately. Further

information on this issue is included as an appendix to the prospectus.



SICK BAY

A team of nurses run school Sick Bay during the school day alongside evening, night and weekend provision for boarders. Nurses are also involved in supporting the PSHE programme.



ATTENDANCE AND ABSENCE FROM SCHOOL

The law requires all children to attend school. In the event of illness they may of course miss some days. We expect all students to attend as close to the maximum of 190 school days each year.

Leave of absence can be granted by the Headteacher. Application forms are available from the Key Stage offices. While it is understood that it is not always possible to take leave which coincides with school holidays, it must be emphasised that any prolonged or casual absence may well have an adverse effect on a student's progress. **The Headteacher can authorise absences of up to 10 school days only in exceptional and unavoidable circumstances. There is no entitlement to additional time off school.**

All parents like to know that their children are safe and where they should be. In order that we can be certain that an absence is genuine, please write a note in the planner to explain all absence. This should be handed to the tutor on the day the child returns to school. Parents are encouraged to let the school know if their child is ill. Absences will be chased up with parents on the first day of absence.

MEDICAL AND DENTAL APPOINTMENTS/LATE ARRIVAL

A booking in and out system is operated through Reception for any authorised absence during the day. Students who for any reason arrive at school late and miss registration must report to Reception and ensure their names are marked in the register. Such precautions are obviously necessary in case of fire drills or security alerts. **Please make routine medical and dental appointments in holidays and after school hours.**

TRANSPORT

Buses: Buses are provided for children living off garrison. These are timed to arrive for the beginning of the school day and to depart for the home area at around 15:25 hours. There is no lunchtime transport.

Bicycles: Students may cycle to school, provided their parents are satisfied that they are proficient cyclists, fully aware of German traffic law, and that their bicycles are completely roadworthy. Cycles should be equipped with lights and reflectors and a helmet should be worn. Students are advised to use a security lock. There is no shelter for the cycle racks in the cycle park which is situated at the front of the school. The school cannot accept responsibility for the supervision and security of bicycles taken onto the school premises. Students must **not** come to school on rollerblades or skateboards.

Private Cars: Parents bringing their children to school by car **must** use the car park opposite the School on Snyder's Road as the ox-bow is restricted to buses and official vehicles. This is particularly important at the end of the school day. There is no car parking for students' cars on the school premises.



BOARDING ARRANGEMENTS

Windsor School serves a large boarding catchment area. Residential accommodation is provided for students of secondary age whose parents are stationed at SHAPE, JFC HQ BRUNSSUM, Ramstein Airbase and a number of ISODETs. Those from JFC HQ BRUNSSUM and Dulmen Station are weekly boarders, going home after school each Friday and returning to school each Monday morning. All others remain at the boarding houses except for normal school holidays and occasional weekends.



Currently we have three boarding facilities comprising of one senior and two junior houses which are situated close to the school. The boarding houses are run by house parents who, together with their well-qualified team of staff, provide care and supervision in the houses. In addition matrons attend to the domestic needs of the boarders and a 24-hour nursing service is maintained.

The senior accommodation is of a good standard with all of the boarders in Years 10, 11, 12 and 13 having their own room. New furniture for the boarding houses has been obtained and a major refurbishment is planned for the junior boarders accommodation. Boarders are encouraged to take full advantage of the opportunities, sporting and cultural, which are available to day students living in Rheindahlen.



Further information is available for parents of children in our boarding catchment area. All boarders and their parents will have an opportunity to visit the boarding houses during the course of the summer term. Parents interested in boarding arrangements for their children may request a boarding pack from the Boarding Clerk (Tel JHQ 2195).

JOINING AND LEAVING

Please give the school as much warning as possible once your tourex date is known so that we can prepare a full transfer report for the new school. This can be collected from school or given to your child on his/her last day in school, after he or she has handed back all property belonging to the school.

If your child is joining us please let the appropriate Head of Year know preferably in writing as soon as possible. An appointment should then be made by telephoning either:

- JHQ 3179 (Pastoral Clerk)
- JHQ 6490 (Reception)





Contacting us

Contacting the School

General enquiries	Reception	6490
Headteacher	Mr B Davies	6491
Headteacher's PA	Mrs M Evans	6491
Deputy Head & Head of Boarding	Mrs K Clark	6493
Windsor House	Mr P Morgan	3353
School House	Mrs M Hall	2790
Sick Bay	Mrs S Davies	2776
Head of Lower School	Mrs N Lohbrunner	3179
Head of Upper School (incl. 6 th Form)	Mr P Martin	3149/3168
Learning Support	Mr N Cox	2539
ICT Network Manager	Mr D Washer	2481
Finance	Mrs M Quick	3387
School Administration	Mrs E Goodall	6495
Buildings Manager	Mr C Grunwell	6498/2381

All telephone numbers are given as military numbers. They can be called using this four figure number from any military phone on JHQ. Our military area code is 72 if calling from a military phone elsewhere. If using a civilian phone please add (02161—area code) 472 as a prefix to the above number.

Email: enquiries.windsor@scschools.com
 Fax: 02161 557779
 Website: www.scwindsorschool.com

Complaints Procedure

Parents should not hesitate to contact the school if they are concerned in any way.

Complaints about any aspect of the school, whether curriculum matters, regulations, quality of information should be addressed to the Headteacher.

It is our wish that all concerns are dealt with effectively and as quickly as possible. We are also pleased to hear from you when things have gone well.

If the Headteacher is unable to help, or to solve the problem, parents should follow the advice in the SCE booklet "What to do when things go wrong". This is available from HQ SCE, Wegberg, BFPO 40 or from school reception.

