



ALLENTON SCHOOL

110 Harrison Street, Ashburton

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INFORMATION FOLDER

THANK YOU FOR YOUR INTEREST IN ALLENTON SCHOOL

This pamphlet will provide you with information about our school. Please retain it for future reference.

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ALLENTON SCHOOL

Allenton School Vision

Together We Learn and Grow
Me akotahi hei oranga mo te katoa

Mission Statement

To empower our children to achieve their best and become life long learners.

Allenton School:

- is about and for children.
- is a partnership between child, school and community.
- acts in an atmosphere of mutual respect between parent/caregiver, child and staff.
- uses everyone's strengths in a supportive environment.
- recognises and makes use of the talents and resources within our diverse community, and in return enjoys the support of the community.

Our Key Competencies

At Allenton School we encourage the development of our key competencies through the **Allenton School ACE** model:

A = Aroha (caring and showing respect)

S = Self-Managing (organising self, time and belongings)

A = Always Thinking (learning and actions)

C = Communicating (sharing information in a variety of ways)

E = Effort (do my best)

Our Values

At Allenton School we encourage the development of our values which support our Key Competencies:

Respect

Co-operation

Honesty

Curiosity

Excellence

The Charter

This is regularly revised. A copy can be obtained from the school office.

Education Review Office Reports

The School is very proud of its achievements and record, and the recognition given to this by the Review Office. Copies of Reports can be viewed at the School Office.

Board of Trustees

This consists of elected and co-opted trustees together with the Principal and an elected staff representative. Elections are held every three years. The Board is responsible for the governance of the school. Its function involves policy making, the appointment of new staff and the financial management of the school. Meeting dates can be obtained from the Office.

Enrolment Zone

Allenton School does have a enrolment zone in place so if a family does not reside in the Allenton School Zone a letter should be written to the Board of Trustees to request a placement at the school.

Current Board of Trustee members are:

Hamish Tait		Michael Wong	3086077
Andrew Leete	3085157	Gretchen Hart	3089554
Bruce Tilby	3086495	Sheree Tait (Staff Rep)	3086495
Sandi Wood	3071255		

School Staff

Principal	Bruce Tilby		
Deputy Principal	Fiona Maw		
Associate Principals	Janine Barker		
	Kerrin Corcoran		
Teachers	Sheree Tait	Elliott Strange	Nicole Wilson
	Nicky Gill	Christine Moore	Kate Bell
	Julie Tayles	Susan Moore	Bronwyn Hortin
	Sarah Grieve	Ashleigh Scott	Alison Cox
	Mary Kearney	Caitlin Swan	
	Gaye Leverton	Andrea Woolf	
Reading Recovery	Mary Kearney		
Office Manager	Annmarie McCloy		
Office Assistant	Jo Snowball		
Librarian	Bridgitte Roulston		
Property Manager	Trevor Fletcher		
Teacher Aides	Debbra Brown	Jane Slaven	Kelly Van Zeyl
	Lynda Willis	Hayley Dunlop	
	Maria Alridge	Rebecca Kenny	
	Sue Hooley	Margaret Leech	

ENROLMENTS AND TRANSFERS

Although the Education Act requires that all children must be enrolled by their 6th birthday unless an exemption has been granted by the Ministry of Education, most parents enrol their children at age 5 years.

Children may be enrolled at the school office at any time prior to entering school or on the day of entry. The Principal likes to meet parents when children are enrolled. Please make an appointment to see him when you wish to enrol your child. Please bring with you, on enrolment day, your child's Birth Certificate, immunisation card and proof of your address such as a power bill/phone bill/ You will be given an enrolment information to complete.

Entry

Following a child's start at school, team work is most important. Four to six weeks after entry to school an interview will be held to talk about your child's starting point for all learning. Parents should feel welcome to discuss any queries with the class teacher. Shared problems are much easier to deal with. There will be opportunities to work with children in the classroom as well as out on visits.

Pre School Visits

The Deputy Principal, who is responsible for the Junior classes is always available to talk to any pre-school or early childhood groups about preparing for school, and to arrange for individuals or groups to visit the school.

Approximately one month before the date of entry the school will contact parents to arrange the first pre-school visit. This visit involves a parent and the new entrant attending school at a suitable time to join in all activities. At some time during the period of pre school visits a time will be made to outline routines and answer parents' questions. The school's aim is to work together with parents to ensure all new entrants have a positive start to school.

At least two more visits will take place. These visits enable new entrants to experience class activities, morning tea and lunch as well as play times out in the playground. Home time on these visits is 12.30pm.

Preparation for School

Practising the following skills prior to starting school will make your child's transition more relaxed and allow greater independence.

- closing and opening a school bag
- closing and opening zips on jackets
- use the toilets and washing his/her hands
- knowing your address and telephone number
- putting on and taking off his/her jersey
- knowing which feet his/her shoes go on
- knowing basic road rules
- recognising his/her own name in written form
- knowing the way to and from school
- Stranger danger
- knowing how to use a handkerchief

Children are at an advantage if they are happy to discuss activities, talk, tell stories and generally communicate with peers and adults.

The following activity skills are also very worthwhile to practice in preparation for beginning school:

- using scissors safely
- holding a pencil correctly
- using crayons with discipline
- having some alphabet knowledge
- counting to 10
- listening to and following instructions

Transfers (When moving to a new location)

Please advise the school of the impending transfer. A transfer form which you are able to take to the new school will be completed prior to your child's last day. This will detail the present level of instruction avoiding disruption on starting at a new school. All other details are completed by office personnel when records are requested from the new school.

Patrols

The school operates a patrol system before school and after school at the marked crossings on Harrison Street and Allens Road.

Year 6 pupils are organised into teams to control these busy crossings and prior to taking up their responsibilities are trained by Police Road Safety Officers. Parents are rostered to assist.

Parent Example

Parents are asked to set a positive example to their children and others by using the road crossings and obeying traffic warden signs.

Visitors Car Parking

The school car park is accessed off Harrison Street. We ask that no parents park in here to collect their children.

School Bus

There are three bus routes servicing this school, all operated by private contractors. The right to use these services needs to be first confirmed by the school.

In the event of any problems, PLEASE CONTACT THE SCHOOL (not the bus operator). A duty teacher monitors bus pupils at school. If your child is not to travel on the bus for any reason please advise the school office by 3.00pm to avoid a search for lost or missing pupils.

Parents are asked to ensure that their children are fully aware of safety procedures while waiting for, or alighting from buses. Parents are responsible for their children at the roadside before being picked up or after being set down by school buses.

For enrolments and information please visit www.mcsts.co.nz

Cycles

The Police Officer responsible for Road Safety in Schools assists greatly in the education of our children. Parent guidance is of paramount importance. Eight years of age is the minimum recommended by Road Safety Instructors for children to ride bicycles to school. We ask parents to comply with this recommendation.

All children must wear an approved safety helmet.

Bicycles must be left in the cycle stands within the school grounds, and we recommend they be locked. The school can take no responsibility for the loss of or damage to cycles during school hours.

School Times

8.30am	School opens for instruction
8.55am	First warning bell to be in class
9.00am	School Starts
10.20 am - 10.40 am	Morning Interval
11.50 pm - 12.30 pm	1 st lunch break
1.30pm – 1.50pm	2 nd lunch break
3.00 pm	School Ends
3.20pm	Bus bell for bus students. All other children must have left school grounds

The school is open for pupils from 8.30am daily, from which time they will be supervised and encouraged to enter classrooms to prepare for the days programme. Early arrivals are discouraged but if necessary, will need to be arranged individually with the Principal to ensure adequate supervision. Children are instructed to go straight home after school.

FACILITIES AND SERVICES

We are very proud of the excellent facilities that our school has to offer its pupils and community. These include:

School Library

The school has an excellent library that operates under the watchful eye of our librarian and teachers. Year 6 children are encouraged to act as librarians and help with the issue of books at lunch time and after school. Basic library skills are taught to all children.

School Hall

The school has a large and modern hall complex. This is used for a wide variety of school activities including assemblies, indoor sports, aerobics, folk dancing, visiting performances, concerts, plays etc.

Adventure Playground

We have an extensive, challenging and safe playground area which is open for use out of school hours.

The playground is regularly inspected for damage and safety concerns, and immediate action is taken to rectify any defects. Community members can assist the school by reporting any acts of vandalism or damage that occurs out of school hours.

FEATURES OF OUR SCHOOL PROGRAMME

Camp

An annual school camp is held early each year for Year 6 pupils. This week long event is usually held at Mt Hutt Retreat and offers pupils opportunities to experience a wide range of challenging and exciting individual and team activities and visits. Costs are kept to a minimum through parent donations of food etc. Volunteer parents are sought to assist at this very worthwhile event.

Choir

All Senior pupils have the opportunity to be members of the school choir which performs annually at the Mid Canterbury Schools Music Festival. School uniforms are required to be worn by the pupils.

We also have a Multicultural Choir Year 1 – Year 6 and a Junior Choir for Year 2 – Year 4.

House System

Each year every child is assigned to a house. Points are awarded for relevant activities and behaviour with totals notified at school assemblies and house flags flown in order of merit. Inter House competition aims to:

- reward positive behaviour both inside and outside the classroom
- provide an air of competition in certain school sports events

Pupil Behaviour

As well as clear guidelines, we train Year 6 children as Peer Mediators who help resolve minor incidents in the playground. We try to praise children when they do something worthwhile and when they make an honest effort. Minor indiscretions are dealt with on the spot. Where children have a behaviour problem which is more serious we will discuss the problem with parents and work together to find a solution. Unacceptable behaviour will not be tolerated.

Pupil Monitors

Pupils, particularly in the senior classes, are encouraged to take some responsibility for themselves and others. Opportunities are offered to allow them to participate in the school's operation by becoming monitors for:

- library duty
- lunch ordering, collection and distribution
- road patrol crossings
- junior class 'buddies'
- physical education/sports equipment distribution and care
- peer mediation
- bell duty
- physical activity leaders

Reading Recovery

Allenton School has a number of very well qualified teachers able to provide to pupils who meet the criteria, an appropriate reading recovery programme. This involves intensive one to one teaching over an extended period of time. Parents of children selected for this programme will be contacted and the full implications carefully explained.

Sports Skills Programmes

An extensive range of sports skills practice is offered to pupils at Allenton School. The school values the Kiwi-sports approach which offers extensive skills training in a wide variety of activities for children at all ages and stages of physical development. The programme encourages personal challenge and success, rather than a focus on direct competition. Above all, it is fun!

We utilise Kiwi-sport facilitators, senior pupils from the College, visiting sports personalities, players and coaches, and above all, the input of parents.

Sports include cricket, padder tennis, T-ball, softball, kiwi-golf, netball, hockey, rugby, football, mini-ball.

Other sporting events include: Annual cross country, winter sports tournament, athletic sports, tabloids, Kiwi-sports field days, swimming sports, triathlon

Where appropriate, representatives of our school are selected to participate in County events and championships.

Taha Maori

Our Charter agreement places an obligation on the school to recognise the multi-cultural nature of New Zealand society. At Allenton School we take the view that exposure to Maori Culture and language can be enriching, rewarding and bring about understanding.

We prefer to inject 'slices' of culture naturally in subject areas across the curriculum, (i.e. Social Studies, Maths, Physical Education, Reading, Science). Greetings and commands may be interspersed with the daily routine of school life but we are unable to offer separate lessons in Maori Language.

EDUCATION RELATED SERVICES

From time to time specialist services in the fields of health and education are either requested by the school, or come on a regular basis as part of a service to schools. The following is a summary of these services and their place in our school programme.

Health Nurse

A Public Health Nurse regularly visits our school and is available to talk to parents. The nurse will follow up any health related problems following checks at age 5, including referrals for vision and hearing tests. The Health Nurse also checks immunisation programmes and may be called upon to investigate any relationship between poor health and learning difficulties.

Hearing/Vision Specialists

Specialists visit our school at least once a year to conduct hearing and vision tests in certain age groups. Pupils whose results cause concern in either of these two areas will have their difficulties documented and parents will be advised by the DHB of any remedial action necessary.

Special Education Service (Psychologists)

When serious learning difficulties are detected, outside specialist help is often requested by the school so that remedial steps can be organised as soon as possible. The school psychologist will undertake a programme of carefully designed testing and discussion with the pupil and parents and will provide a written report including recommendations towards the future education of the child. Parents are always advised, and their opinion asked for, before this service is engaged.

Speech Therapist

Children with speech or language difficulties can be referred to the Speech Therapist who is based at Borough School. Please contact your child's class teacher if you have concerns.

Resource Teacher - Learning and Behaviour

The role of the RTLB is to co-ordinate actions between the home, school and supporting agencies. The RTLB also offers support, consultation and strategies which maximise pupils educational and personal development. Assistance from Resource Teachers of Learning and Behaviour is accessed from the school. We require parental approval before we can access this support.

Music

A number of registered teachers of music are available and provide services at school and during school hours (when mutually convenient).

Teachers current available include:

Piano	Mrs Esther Hyslop Phone 3088699
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Guitar/ Singing	Mrs Barbara Newman Phone 3089878
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Guitar/ Singing	Debbie Hawkes Phone 3089392
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COMMUNICATION WITH HOME

School Newsletter

A fortnightly Newsletter is distributed to all families via the eldest child at school. In this we bring you up to date with school happenings and developments. Parent/Caregivers requiring a separate newsletter can organise, through the office, to have one posted or emailed to them.

We can arrange to send copies of Newsletters to interested pre-school families. Please contact the office to have your name and address details listed.

Community groups are welcome to use the newsletter to notify of meetings and services available. Our aim is to keep parents fully informed about their school. From time to time it is necessary to notify parents other than by the Newsletter. News-sheets/notices are sometimes sent home by class teachers. Please check with your children regularly to ensure that notices have not been mislaid or lost.

Reporting to Parents

We encourage parents to keep in touch with their child's teachers to ensure that home and school can work together for the benefit of the child.

If you have a concern about your child's progress or about any aspect of the school's activities please do not hesitate to phone us to make an appointment to discuss this.

At this time we have:

- Three-way interviews in February where parents have an opportunity to provide teachers with information about their child.
- Scheduled interviews, late in Term Two. A written summary of points discussed is prepared and a copy returned to parents.
- End of year reports are sent to parents in December and include classes and stationery lists for the following year.

Appointments with Class Teachers

Please contact your child's teacher out of school time if you wish to discuss any matters with them. We like to see you and to have feed-back (bad and good) on all facets of school life.

Class Placement

The placement of pupils in classes is the direct responsibility of the Principal who will have consulted with previous teachers and senior staff.

Consideration is given to the following factors when class placements are made: the child's working levels; maturity and social development; any special programme requirements, age and gender to maintain class balances, etc.

If you have any concerns about class placement, you are advised to discuss this with the Principal.

School Organisation

Numbers of enrolments in any given year dictates the structure and organisation of the school. Two factors are given priority when the organisation for any year is established - minimising overall class sizes, and avoiding the need where possible for class/teacher change during the year. Often it is necessary for the school to have composite classes - i.e. two year groups together in one or more classes. Parents should be aware that within any class there is a wide range of levels and that children in composite classes are not disadvantaged. Our school programme is organised in three year cycles and content is not repeated the following year.

Promotion to Year 4

Our school is organised into three areas:

Junior Area: New Entrants - Year 2

Middle Area: Year 3 & 4

Senior Area: Year 5 & 6

Movement within each area is based on a child's readiness, age, progress and attainment. An important time is at the end of the child's third year at school when careful consideration must be given to promoting children to Year 4. This decision could affect their progress not only in their fourth year but also and more importantly, in their later school life. Experiences have shown that many children promoted at an early age have experienced difficulties at the intermediate and secondary school levels.

The junior programme is a three year course and the majority of children benefit from the full three years. Our broad guidelines are that children who turn seven in January, February and March will normally move to Year 4. Children whose birthdays are in April or May will be carefully considered and decisions will only be made after discussions with parents/guardians/caregivers. Unless there are exceptional circumstances, children who turn eight in June or later will not be considered for promotion to Year 4.

In making decisions on promotion consideration will be given to:

- maturity and social development.
- independence and work habits
- academic ability and progress

Complaints Procedures

Complaints procedures can be found at the back of this booklet.

OTHER IMPORTANT INFORMATION

(In alphabetical order)

Attendance and Absences

The Education Act stipulates that children must attend a school each day it is open. It is in the general interests of your child that this is observed. The school operates a safety check system so that all children are accounted for each day. Please contact the school each morning between 8.15 and 8.45am on the days your child is to be absent or late. Please provide a reason for absence and if the child is to be late, an approximate time of arrival at school. Should there be a need for you to take your child from school during the day, please ensure that the child's teacher is informed. Should a member of the family (unknown to us) be required to pick up your child, then it is very important that they identify themselves to a staff member before departure. This will avoid possible embarrassment. The school has some very clear legal obligations here. If there are restrictions on access to your children by particular adults, then we must be advised.

Change of Address or Telephone Number

If you have an address, a telephone number change or an alternative contact person change, please advise the school office so that records may be kept up to date.

Dental Clinic

At regular intervals, a mobile clinic will visit the school to examine children's teeth. If any further treatment is needed, you will be given an appointment time to take your child to the clinic in Oak Grove, near Elizabeth St.

Emergency File

The school uses information collected at enrolment time to compile an emergency file for each child. It is essential that we know the status of each family and essential contact persons. All this information is confidential to the school and enables us to act efficiently and swiftly in an emergency.

Homework

The school has a policy of setting and expecting some homework to be done at all class levels. This does not mean that it will always be a regular requirement for all pupils, but rather a means of practising and reinforcing aspects of the school programme that has been covered in the classroom, or collecting information in preparation for an area of study.

As a general rule parents can expect:

- all junior pupils to have reading practice on a daily basis.
- older pupils to have spelling lists and tables to learn.
- leisure/pleasure reading is encouraged at all times.
- completion of some research tasks, or sharing of work being undertaken in the class at that time.

Homework should:

- not be so demanding that it is a burden on the pupil hindering their ability to develop other skills learned outside the school.
- be relevant to the work currently (or recently) taken in the classroom and should not put undue weight on reference materials which may be unavailable in the home.
- be an opportunity for parents to share with the pupil some of the work being done at school. Parents will never be expected to teach.
- be an opportunity to receive praise for 'doing' rather than rebukes for 'not doing'.

- not take longer than 15 - 20 minutes for junior pupils, and 30-40 minutes for seniors.

If any difficulties arise over homework tasks please do not make an issue of it with your child. Please contact the teacher to discuss the problem.

Leaving the Grounds

Children are not permitted to leave the grounds during school hours - other than for going home for lunch, or carrying out their duties, ie lunch orders.

Levy/Donation

A tax deductible donation is requested each year by the Board of Trustees. The levy is set according to the budgeted costs and levels of activities. The funds collected are used to pay (among other things):

- entry to sports, swimming and special events
- visiting performers and theatre groups
- transport by bus to events held outside the school
- photocopying

The school has a policy of not requesting money from parents to pay for each event or activity. The single levy/donation is used for this purpose. To maintain this policy, the school needs the ongoing support from the community, and payment of levies from all families. (In cases of genuine hardship, confidential arrangements can be made at the school office).

Levies can be paid on a term by term basis.

Lost Property

As in all schools, the problem of lost property is often a time consuming one. Parents can help us by:

- Naming all garments clearly.
- Helping their children to recognise the true value of lost clothing.
- Visiting school yourselves to check the lost property bin.

End of term Lost Property Displays are advertised in our Newsletter.

We are willing to assist in any way in the recovery of property but can accept no responsibility for the loss of same.

Lunches

Lunches are available through two Allenton shops - the Dairy Thursday and Friday. Updated price lists are issued at intervals - these should be used. Lunches may be ordered by recording the requirement, pupils name and room number on an envelope and enclosing the correct money. We also take orders for Subway lunches on Tuesdays, and Sushi on Wednesdays. These orders are placed in a box at the school office each day. Lunches are delivered to the school and despatched to the children in their classes, prior to lunch.

Medical/First Aid/Emergencies

From time to time accidents do occur. Most problems are minor and are remedied by a quick visit with a staff member to the first aid cabinet. However, in the case of a more serious accident immediate first aid treatment will be given and parents will be contacted at once. Should parents not be available the school will continue with the necessary steps in loco parentis. These steps would include:

- transport if practicable to the child's family doctor (or another if family doctor is not known)
- staff will then take further steps (if necessary) on the advice of the doctor.

Continuing efforts to contact parents will remain a priority while the other steps are being taken.

If your child requires regular medication it is necessary for written permission for this to be given. Please supply the medication in a suitably labelled container giving details. This will be kept in the school's medical room and administered as required. We cannot supply children with Aspirin, Panadol or similar medication.

Allergies/reaction to stings etc. that may adversely affect the health of the child should be known to the school. Please advise if this applies to your child.

If a child is sick at school, parents or alternative contacts will be telephoned. Please call promptly to collect the child.

We are often asked "should Johnny come to school if he has?" The following guidelines should help with your decision:

- Pediculosis (head lice). No need to stay away once effective treatment has commenced. It is helpful if the Principal or class teacher is informed so that other families may check. See your Chemist.
- Infectious Diseases - measles, whooping cough, chicken pox, etc. Get Doctor's opinion.
- Skin Diseases - school sores, ringworm etc. A general rule would be that the child need not stay away, provided that he/she is getting appropriate medical treatment and that sores are covered.
- Medical problems. Please give us clear directions so we may see that your wishes regarding participation in physical activity etc are carried out.

Money and Valuables

When money is sent to school for a specific reason it should be sealed in an envelope, labelled with your child's name and the purpose. The responsibility for property is the parents' and the child involved although the school would make every effort to ensure that the property is protected. However, if the property is requested by a staff member that responsibility for its protection will be assumed by the school.

Cameras etc. taken on school trips are the child's responsibility.

Wearing jewellery to school is strongly discouraged. In line with most schools, children may wear only keeper studs to school.

Parent Helpers

It is the policy of the school to seek and involve parent help in classroom programmes and in more general helping tasks related to the wider school programme whenever the need arises. Parents are already assisting us greatly in:

- sports coaching programmes
- library administration, book repair, covering, cataloguing etc.
- New Entrant - Junior class programmes
- School camps and trips
- Road Patrol

Photocopying/Printing

The school has available photocopying facilities that are available for community use at a reasonable cost. Please contact the School Office for details.

Photographs

These are taken each year by a business who supply parents with all the necessary details. Individual and Family group photographs are available.

Parent Teacher Association

The Allenton School PTA is a group of enthusiastic parents and teacher representatives who work alongside the staff and the Board of Trustees for the benefit of Allenton School.

PTA activities include new parent meetings, information sessions on aspects of the curriculum and fundraising events. The PTA has an elected representative on the Board of Trustees of the school and this ensures good communication between the two groups.

The PTA is a member of the NZPTA and this provides access to relevant information and assistance when required. PTA members are always happy to receive views and concerns from parents and where appropriate take the necessary action to make Allenton School the best it can be.

New Parents Welcome: The PTA hold morning tea and information sessions for new parents/caregivers at regular intervals. These are informal and a great way to meet new people and become part of our school.

School Rules

Please refer to Allenton School Culture Expectations of Students booklet included in this enrolment pack.

Stationery

Stationery lists for each class are issued at the end of each year. At all times we try to keep requirements to the minimum. Parents too, are asked to economise by ensuring that all books from the previous year are used up before new purchases are made. Parents/caregivers purchase their own books according to the list supplied.

Sunhats/Sunblock

Allenton School has a policy requiring children to wear sunhats during Terms 1 and 4. On sports day and other outdoor occasions the wearing of sunblock is promoted.

During the heat of the summer months children are encouraged to have their lunch under the shade of our beautiful trees.

Allenton School sunhats are available from the office at a cost of \$14.

Text Books

All essential text books are loaned to the children without charge. Depending upon class level, this includes reading materials, dictionaries, maths texts and atlases.

Replacement texts are a significant part of the school budget each year. We ask that pupils take every care of these resources and ensure that books used at home are returned to school.

Uniform

All Year items for Students

School monogram embossed on left side of a Maroon polo top. Both these items can be in long or short arm length styles.

Maroon Jersey, Polar Fleece or sweatshirt with school monogram.

Plain black shoes. If your shoes have laces they must also be black.

Non-visible undergarments can be worn.

Summer (Term 1 & 4)

Full rimmed Sunhat with school logo embossed at the front available for purchase from school office

Girls:

Checked Skort (Crestalane Material) white ankle socks.

Boys:

School grey shorts and grey long socks

Winter: (Term 2 & 3)

Girls:

Kilt, Pinafore or Winter Skort (All to be Anderson Tartan)

Navy or black tights or socks

Boys:

School grey shorts and long grey socks

(Allenton School maroon and gold pattern grey socks are optional.)

Sports Days:

Black shorts and sneaker/sport shoes

Jewellery and Personal Items

For safety reasons no Jewellery is to be worn.

The following exceptions are allowed; plain ear studs, a watch, a cultural necklace, birth or medical bracelet. The necklace and bracelets must be worn tightly on the body and against the skin.

Hair accessories can only be black, brown, maroon or yellow.

No nail polish is to be worn.

Change over period:

Smaller items such as shoes, tights and socks will be required from 2015.

Old style uniform including yellow items will be phased out over the next 2 to 3 years.

New families are expected to endeavour to follow the new uniform guide.

Parents must ask for a prior exemption from the Principal for the wearing any variation to the school uniform. These will generally only be given for specific medical or management situations.

There is no preferred supplier but we recommend you check the quality of items before you purchase. Current sources are; Postie Plus, Tots To Teens, The Warehouse and www.nzuniform.com online.

TERMS AND DATES

2019	Term One	Monday 28 January to Friday 12 April
	Term Two	Monday 29 April to Friday 5 July
	Term Three	Monday 22 July to Friday 27 September
	Term Four	Monday 14 October to Friday 13 December

Complaints

The purpose of our complaints policy is to provide clear guidelines for the school community in raising and resolving concerns and complaints.

We have procedures in place that we follow to ensure that complaints are handled appropriately. Our procedures enable us to:

- maintain the best learning environment for our students
- resolve matters of concern early, if possible
- respond to feedback and concerns constructively
- deal with complaints fairly, effectively, and promptly
- take into account individual circumstances
- maintain confidentiality
- preserve school/community relationships and communication
- monitor and record complaints and concerns about student safety.

Most complaints can be resolved informally by discussions with the people concerned. See **Guidelines for Informal Complaints**. The school also has a procedure for making a **formal complaint** if informal discussion doesn't resolve the issue.

For complaints concerning harassment, see **Harassment**. For allegations of theft or fraud, see **Theft and Fraud Prevention**. School employees needing to make a protected disclosure, see **Protected Disclosure**.

Generally, an anonymous complaint cannot be processed unless there is a sound legal reason for protecting the identity of the complainant.

SchoolDocs appreciates the guidance of David Beck (david@sblaw.nz) of SB Law incorporating RA Fraser & Associates who reviewed the changes we made to the Complaints section as a result of our three yearly review.

We recommend that the Board of Trustees seeks legal advice at the earliest stages of any serious complaint to ensure the correct process is followed.

Guidelines for Informal Complaints

Our primary goal is to create the best learning environment for the students of our school. We encourage open communication and prefer that parents come to us to talk through a problem rather than discuss it in the community.

These are recommended guidelines for parents making informal complaints.

- Discuss the issue with the right person.
 - If the matter is a **general issue**, discuss it with the person concerned or a member of the management team or the principal.
 - If you have a **complaint about a staff member**, contact the person involved and discuss the matter. We ask that parents make this direct approach as soon as possible. Be prepared to make a time to discuss your complaint if the staff member is unable to talk with you straight away. Be open to listening to the other side of the story to avoid communication breakdowns.
- If you do not wish to approach the person concerned, contact a member of the management team or the principal to resolve the matter. The principal or management team member may communicate with the staff member concerned.
 - If you have a **complaint about one of our students**, contact the student's class teacher or the principal to discuss the matter.
 - If the matter concerns the **principal** and you have not first resolved it by discussion, or you feel uncomfortable directly approaching the principal, contact the chairperson of the board of trustees.
 - If the matter concerns a **board member**, contact the chairperson of the board of trustees, or board member if it concerns the board chair.
- If you complain to a board member, you will be encouraged to resolve the issue with the

guidelines above, and the board member will inform the principal and board chair.

- Work towards a resolution.

In most cases, constructive discussion will resolve the issue.

If you are unhappy with the outcome of your initial meeting, contact the principal, a member of the management team, or the board chair to discuss further resolution.

They will consider and respond to the complaint as appropriate.

If an informal meeting does not resolve your concern or complaint, you can make a formal complaint.

If a staff member is the complainant (including complaints about colleagues), the same procedure must be followed, commencing with an initial discussion with the people concerned to try to resolve matters.

The school monitors and records any concerns about student safety.

Formal Complaints

If an informal meeting does not resolve your concern or complaint, you can make a formal complaint.

In the interests of fairness, any formal complaint or serious allegation must be made in writing and resolved in a timely fashion. All parties should respect confidentiality.

Follow this process:

Responsibility Complainant

Action

1. Put your concerns in writing, either as a signed letter or an email. Give as many details as possible, including details of efforts that have been made to resolve the issue. Include names and contact phone numbers.
2. Send the letter marked Confidential to the school principal or, if the complaint is about the principal, to the chairperson of the board of trustees. The contact details are available from the school office.

Principal

(if complaint is about a staff member)

3. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the staff member concerned.
Inform the chairperson of the board of trustees.

Board chair

(if complaint is about the principal)

4. Acknowledge receipt of the complaint in writing or by email to the complainant. Give a copy of the complaint to the principal.

When a formal complaint is received, the school may choose to investigate it if it is deemed serious enough to warrant it after considering the initial response from the person the complaint is about. Not all complaints require an investigation but all written complaints should be disclosed to the staff concerned at the earliest opportunity.

Relevant collective employment agreement provisions for dealing with complaints and discipline must be observed including allowing representation of staff at any meeting to discuss a written complaint.