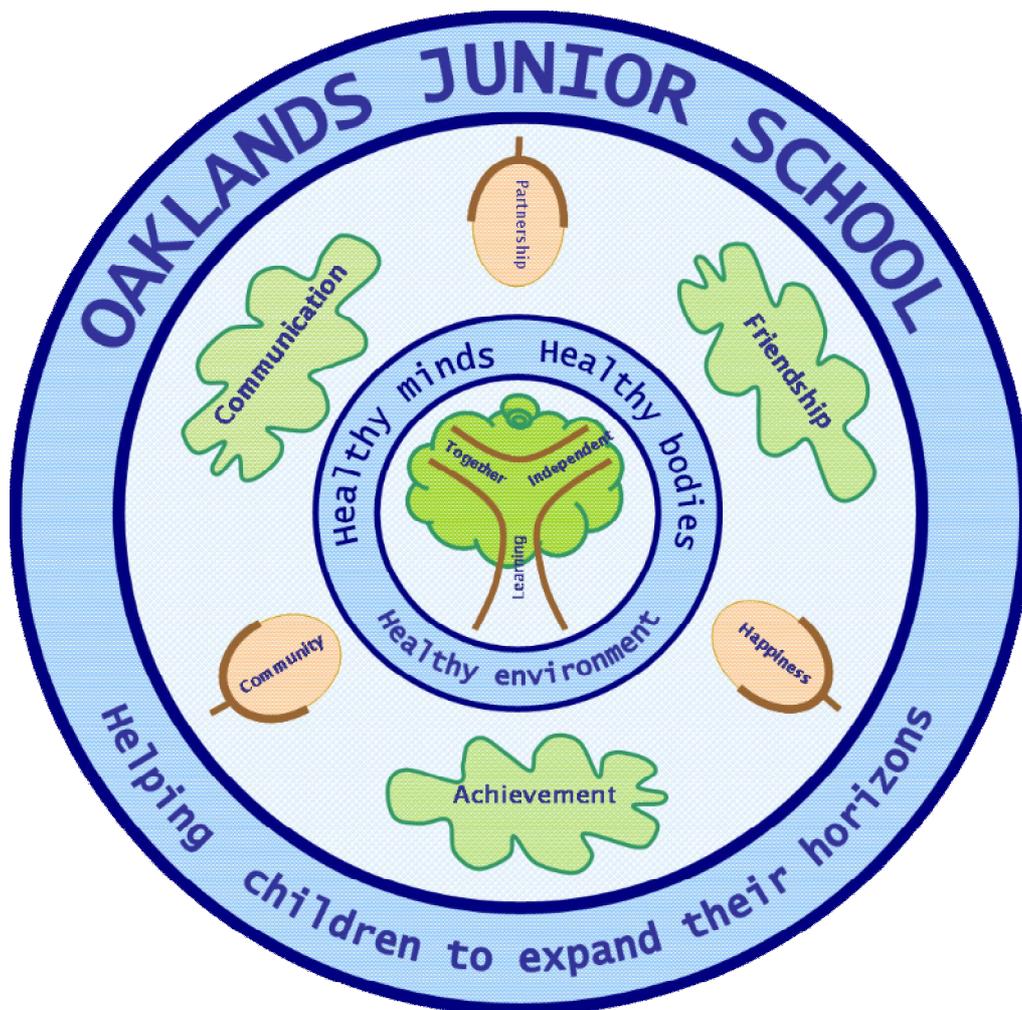


Oaklands Junior School



GENERAL INFORMATION

“Oaklands Junior School is a good school. It has improved significantly since the last inspection because of good leadership and management.”

“Pupils have a good understanding of right and wrong and show respect for themselves and for others.”

OFSTED SEPTEMBER 2011

INTRODUCTION

Oaklands Junior School opened in September 1963 and is wholly maintained by Wokingham Borough Council. At first it had its own infant department, but in 1967 a separate Infant School was opened on the same site. If you have children of infant age to be admitted, you should contact the headteacher at Oaklands Infant School, telephone (01344) 774644 (or at the same postal address as the Junior School).

ORGANISATION

Oaklands Junior School has a 'Standard Number' of 62 (i.e. 62 pupils may be admitted to each year group).

The planned admission number for Oaklands Junior School is 248. The pupils are arranged into four year groups of up to 62 children and each year is made up of two equal ability classes. Although for much of the time your child will be with their class teacher, there will be times when pupils will work with other adults.

ACCOMMODATION

The school has:

- ◆ Eight classrooms with interactive white boards.
- ◆ A terrapin classroom.
- ◆ An ICT suite accommodating more than 30 computers.
- ◆ A number of smaller work areas.
- ◆ A large library.
- ◆ An assembly hall/gymnasium/dining hall.
- ◆ A playground with an adventure play area and low level climbing wall.
- ◆ An extensive playing field with a wooded area.
- ◆ A pond.

FACILITIES

The school is very well equipped with many teaching aids and resources for all areas of the curriculum.

Computers play an important part in children's learning and are widely used throughout the school. Each classroom has an interactive whiteboard and the school has more than 50 computers which are for pupil use. They are situated in the classrooms, library and the ICT suite which can accommodate a class size group of children and has more than 30 computers.

The school's computer system is networked. The use of the internet is encouraged throughout the school with access monitored appropriately. The school's E-Safety policy is available to view on request from the school office.

Each year group has its own cloakroom area with toilets.

STAFFING ARRANGEMENTS

The governing body recognises the importance of recruiting and retaining a very high calibre staff. We currently employ:

- ◆ A headteacher.
- ◆ A deputy headteacher.
- ◆ 8 full time teachers (including the deputy headteacher).
- ◆ 4 part time teachers.
- ◆ 13 teaching assistants.
- ◆ An ICT technician.
- ◆ A bursar.
- ◆ An admin officer.
- ◆ A site controller.
- ◆ A Parent Support Advisor.

SCHOOL ACCESS

For security reasons the school gates are opened and locked at the following times

Butler Road Main Gate

This will be open between 3.45 p.m. and 6.15 p.m. To gain access outside of these times an entry phone system is used.

Butler Road Pedestrian Gate

Mornings:

- ◆ Opened: 8.30 a.m. daily
- ◆ Closed: 9.45 a.m. daily

Afternoons:

- ◆ Opened: 2.45 p.m. daily
- ◆ Closed: 6.15 p.m. daily

To gain access outside of these times an entry phone system is used. A fence separating the path from the car park indicates the route to the playground.

Ellis Road Pedestrian Gate

Mornings:

- ◆ Opened: 8.30 a.m. daily
- ◆ Closed: 9.30 a.m. on Monday, Tuesday, Wednesday and Thursday
- ◆ Closed: 9.45 a.m. on Friday

Afternoons:

- ◆ Opened: 3.05 p.m. daily
- ◆ Closed: 4.00 p.m. daily

Please note that all these times are approximate and may vary slightly without notification.

THE SCHOOL DAY

- ◆ Morning session: 8.50 a.m. – 12.05 p.m.
- ◆ Mid morning break: 10.45 a.m. – 11.00 a.m.
- ◆ Lunch break: 12.05 p.m. – 1.15 p.m.
- ◆ Afternoon session: 1.15 p.m. – 3.20 p.m.

For safety reasons, under no circumstances should children arrive at school before 8.40 a.m. Please note that lateness, especially for the morning session, causes a great deal of inconvenience.

Please send **written** notification if you wish to collect your child during school hours.

SCHOOL MEALS

School meals are eaten in the school hall. Parents may choose, on a daily basis, either to purchase a set hot meal or a salad from the salad bar for their child. Parents may also choose to send their child to school with a packed lunch.

The set meal must be paid for on the day of purchase, in cash, at the till in the school hall. The cost of this meal will be published prior to the start of the academic year.

For parents sending their children with packed lunches, it is important to note that there are no designated storage facilities for these lunchboxes. Parents are therefore requested to send lunches in small, airtight and durable containers.

Please do not send any food that contains **NUTS** or **PEANUTS**, such as **Nutella** and **Peanut Butter**, as we have some children with serious nut allergies.

Free School Meals

Some children are entitled to free school meals. Please contact the headteacher or school admin officer to discuss this, especially if you are receiving Income Support. All enquiries will be treated in complete confidence.

Sweets and Snacks

We encourage the children to bring in fruit or vegetables as a mid-morning snack. Pre-packaged snacks such as crisps and sweets are not allowed.

Children are also strongly encouraged to bring in water in a plastic bottle which can be refilled during the day.

OPTIONAL ACTIVITIES

School Organised Activities

A number of optional lunchtime and after school activities are often available. The choice varies according to the interests of the children and the staff available to take them. The range of activities often includes the following:

- ◆ Belle plates
- ◆ Choir
- ◆ Football
- ◆ Tag Rugby
- ◆ Netball
- ◆ Gardening Club
- ◆ Cross Country
- ◆ Novel Club
- ◆ Circuit Training
- ◆ ICT Club
- ◆ Cycling Proficiency
- ◆ Environmental Club
- ◆ Science Club
- ◆ Cricket
- ◆ French Club
- ◆ Art Club
- ◆ Puzzle Club

Musical Instrument Lessons

The following musical instrument lessons are available:

- ◆ Violin
- ◆ Woodwind
- ◆ Recorder
- ◆ Brass
- ◆ Guitar
- ◆ Keyboard

Lessons take place during normal lesson, break times and after school. They are taught by visiting teachers. A charge is made for these lessons and details are available from the school office, on request.

AFTER SCHOOL CLUB

Oaklands After School Club is a registered charity (Charity No: 1070007) which is run independently of the school. The club, which accepts pupils from both the Infant and Junior schools, offers a safe place for children, outside school hours, to enable their parents to work, study or just have time to themselves.

The club is open five days per week and operates for two days in the Junior school and three days in the Infant school. Sessions are from 3.15 p.m. to 6.00 p.m. Monday to Friday, term time only.

It provides a range of activities in a comfortable and well supervised environment. Arts and crafts, games and sport, story telling and outdoor play are just some of the activities offered. There is always an opportunity for homework and quiet play. Activities vary each day and each week to meet the children's social, physical, intellectual, cognitive and emotional needs.

Further information including charges and details of how to book may be obtained from the school office or by telephoning the club mobile on 07801 103610.

AIMS OF THE SCHOOL

Oaklands Junior School is well established as a focal point of the community. It aims to up-hold its reputation as a centre of learning. It will:

Provide a high quality of education which meets the needs of each child by:

- ◆ Delivering a broad and balanced curriculum incorporating the requirements of the National Curriculum.
- ◆ Encouraging each child to want to learn in order to reach his/her potential.
- ◆ Maintaining high standards of attainment for all its pupils.
- ◆ Preparing pupils for the next phase of their school careers.

Maintain a supportive environment in which children can develop morally, spiritually, socially and physically by:

- ◆ Developing honesty, confidence, self reliance and self esteem.
- ◆ Fostering a tolerant and caring attitude throughout the school.
- ◆ Encouraging self discipline and responsible behaviour.
- ◆ Creating opportunities to work with partners (parents, other schools, churches, etc.) in the classrooms, assemblies and off-site activities.

Promote a learning ethos for all members of its community by:

- ◆ Maintaining a safe, stimulating working environment in which all members can learn.
- ◆ Encouraging all pupils, teaching and support staff, governors and parents to achieve their very best.
- ◆ Providing a programme of professional development and encouraging all adults to take part.

NATIONAL AWARDS

Healthy Schools

This is a national initiative which looks at the health of the school, in its broadest sense, and the work it does to ensure that it is a happier place for children to learn and staff to work.

Oaklands Junior School has achieved the Gold Standard and the National Standard by showing that it values all pupils and staff alike and provides all that is required for each person to develop personally, socially, physically and emotionally.

The school is most fortunate in having extremely supportive parents and governors, experienced and conscientious staff and a high proportion of well-motivated children.

Heart Start

We have achieved Heart Start status which is an initiative co-ordinated by the British Heart Foundation to teach the public what to do in a life-threatening emergency. A number of our staff have been trained to deliver the programme to the children, who will be taught these essential skills during their time at Oaklands Junior School.

Sports Mark

We were awarded Sports Mark in 2008 as recognition of the range of sporting activities we offer our children within the curriculum and as extra curricular activities.

EQUAL OPPORTUNITIES

Oaklands Junior School is committed to equal opportunities and aims to be a school where everyone:

- ◆ Is respected and respects others.
- ◆ Takes part in the life of the school.
- ◆ Achieves their potential.
- ◆ Develops skills essential to life.
- ◆ Exercises choice.

We will ensure that the best education possible will be available to all pupils, irrespective of their ethnic background, gender, disability, religious or linguistic background.

We will do our best to ensure that all opportunities in our school are available to all pupils.

Everyone in our school will be treated fairly and given every opportunity to develop.

We will do our utmost to ensure that no group is being unfairly treated or makes less progress than others.

Racist, sexist and bullying incidents will not be tolerated and will be dealt with promptly; support will be available to pupils and staff.

A copy of the school's Equal Opportunities policy is available to view from the school office, on request.

DISABLED PUPILS

It is the policy of Oaklands Junior School to give all children equal opportunity to learn and to work towards achieving their full potential. The school aims to give all children, regardless of disability, access to a broad and balanced curriculum, with resources appropriate to their needs.

Oaklands Junior School Accessibility Plan

As a result of legislation the school has drawn up an Accessibility Plan setting out our key objective which is to create a rich environment which enables pupils to participate fully in the school community by identifying and eliminating barriers that could prevent this.

Oaklands will undertake to meet its key objective by developing three key areas:

- ◆ Access to the curriculum
- ◆ Access to the physical environment
- ◆ Access to information

Access for the disabled

- ◆ Wheelchair access is available throughout the school
- ◆ There is a toilet for the disabled adjacent to the school hall
- ◆ A car parking space is adjacent to the main entrance
- ◆ There is a hearing loop in the reception area and the school hall

PUPILS WITH SPECIAL EDUCATIONAL NEEDS (SEN)

Oaklands Junior School recognises the importance of effective provision for SEN and complies with the requirements of the Code of Practice on the identification and assessment of children with special educational needs. A copy of the SEN policy is available to view from the school office, on request.

The school employs an experienced Special Needs Co-ordinator (SENCo) to manage the school's day to day SEN provision in consultation with the headteacher. She also works with small groups of children. All year groups have teaching assistants and part of their brief is to assist children with special educational needs.

The school considers that to support children with special needs effectively there must be a partnership between home and school. If a child is identified with specific difficulties, parents will be fully consulted and advised as to the type and nature of support being put in place to assist their child's learning. Parents will be encouraged to be involved in their child's programmes of work and will be informed regularly of progress their child is making.

MORE ABLE, GIFTED AND TALENTED PUPILS

At Oaklands we recognise that every child has their own particular gift or talent and we take pride in celebrating and encouraging our children to foster and develop these, be it at school or at home.

In school, pupils will be suitably challenged in all their school work by ensuring that they are working at a level which is appropriate to their ability and which stretches them. Sometimes identified pupils will be working independently towards their challenging personal targets and at other times they may be working in extension groups with their peers.

The school has a More Able, Gifted and Talented Pupils policy which is available to view from the school office, on request.

BEHAVIOUR

We believe children achieve their best in school when they are taught in a lively and friendly atmosphere within an orderly and well structured environment.

By developing their self discipline, based on a sense of responsibility and care for others, rather than a fear of punishment, pupils learn their duties and obligations towards others.

On the occasions when a child misbehaves, teachers exercise the kind of control that would be administered by a caring and responsible parent. Punishment, where necessary, will be by a variety of sanctions and withdrawal of privileges. Parents will be notified if problems are of a particularly serious or persistent nature.

Our school rules are based on common sense and are communicated to the children orally at intervals during the school year as appropriate. Parents are notified of major changes by letter.

The school has Behaviour and Anti-Bullying policies which are available to view from the school office, on request.

HOME AND SCHOOL

It is essential that parents and teachers work together if children are to do their best. Home and school both have their part to play in the education of the children and it is important that the partnership should be close and harmonious. The school operates an open-door policy and the staff can usually be seen with very little delay or formality.

Formal parent consultation evenings, at which you may discuss your child's progress with their class teacher, take place usually in the Autumn and Spring terms. A written report on your child's progress is sent home in the Summer term.

At the start of each academic year parents will be invited to attend a Parents Forum which will provide them with the opportunity to meet their child's new class teacher and to familiarise themselves with the class arrangements for the year.

Parents are very welcome in school and we are delighted that many assist us regularly by, for example, guided reading sessions, helping with craft and technology lessons, accompanying school trips.

Home-School Agreement

Oaklands Junior School's Home-School Agreement was introduced to reflect the respective responsibilities of home and school in raising standards, stating clearly what is expected of the school, the parent/carer and the pupil. This agreement is reviewed regularly.

Homework

Homework is set in line with DfE guidance. Each term parents receive a Curriculum booklet outlining the programmes of work to be studied by their child. The booklet also outlines the patterns of set homework their child will be expected to undertake during the term so that parents are aware of our expectations. Teachers try to ensure that homework instructions and expectations are made clear to both children and parents and that amounts of set homework are by no means overburdening for pupils. However, parents should be aware that the amounts of set homework will increase as their child progresses through the school. All children are encouraged to do extension work on a voluntary basis to supplement work covered at school.

Parents are requested to:

- ◆ take an active interest in their child's homework
- ◆ give appropriate advice and assistance
- ◆ encourage good standards in presentation
- ◆ ensure adequate time is set aside for regular homework
- ◆ ensure tasks are completed in a suitable environment where pupils can work independently or together with a parent

- ◆ show that they value the homework set and support the school in explaining to children how it can help them learn
- ◆ ensure work is returned to school on time
- ◆ ensure the homework diary is filled in correctly and signed weekly
- ◆ give praise for child's efforts

Staff will be pleased to discuss any concerns arising from a child's set homework.

If requested teachers willingly give guidance on activities children may do during the school holidays. However, staff will not set homework tasks for children whose parents take them out of school for family holidays during term time.

A copy of the Homework policy is available to view from the school office, on request.

Homework Diary

Each child has a homework diary in which to write down their homework. It may also be used by teachers to send messages home. Parents are requested to check the diary daily and to sign it each week.

P.T.A.

The school is extremely fortunate in having a very supportive P.T.A. which organises a varied programme of events, which may broadly be categorised into three groups – educational, social and fundraising activities. Fundraising events include a Summer Fete, a Christmas Fayre and a '200 Club' where, for a small subscription, monthly cash prizes can be won by the members whilst raising money for the school.

Funds raised provide several items of equipment that the school may not otherwise be able to afford and the P.T.A. also provide funds for one of our Teaching Assistants. The resources funded greatly enhance the quality of education we are able to provide for the children and the practical assistance offered is of great help.

The P.T.A. supports both the Infant and Junior schools and all Oaklands' parents are automatically members of the Association. New volunteers are always being sought by the sub-committees which organise the various events. No matter how little time you think you have to spare, please offer your help and don't wait to be asked. You may contact the P.T.A. via either school office.

24 Hour Personal Accident Insurance for Pupils

If an accident occurs at school, neither the school nor the Local Authority will automatically provide financial compensation. The P.T.A. can provide personal accident cover for pupils at the school. Please contact the P.T.A. via the school office for more details.

LOST PROPERTY

Children are encouraged to look after their own and other people's property. Parents are therefore reminded that all items of clothing and other personal property such as bags, watches, purses, personal reading books etc must be clearly named. Please note that whilst every effort is made to safeguard property, the school cannot accept responsibility for any loss or damage.

ABSENCES

In the interests of safety, parents are requested to telephone the school on the first morning of absence, before 9.30 a.m. when the registers are closed, so that absences can be accounted for. If the illness persists, please contact the school each morning.

HOLIDAYS

Parents are reminded of the importance of not taking their children on holiday during term time, as children will be losing valuable learning opportunities. The DfE states that only in exceptional circumstances shall more than 10 days leave be granted as authorised absence.

From September 2008, in support of the Local Authority, family holidays in term time have not been authorised unless there are truly exceptional circumstances. In order to ascertain this, it is very important that the holiday request form is completed as fully as possible and as early as possible.

Each application will be considered on its own merit, and past attendance will be taken into consideration. Absence for 'odd days' taken in term time is not deemed acceptable and will not be authorised unless there are very exceptional circumstances.

PUPIL ATTENDANCE

The DfE requires schools to distinguish between authorised and unauthorised absences, and to publish the following information

PUPIL ATTENDANCE RECORDS FOR SEPTEMBER 2010 – MAY 2011

Pupils on attendance roll for at least one session	244
Total number of possible pupil sessions	72695
Total number of authorised absences	1820
% of sessions for authorised absence	2.5%
Number of pupils with at least one authorised absence:	212
Number of unauthorised absences	231
Number of pupils with at least one unauthorised absence	48
% of sessions for unauthorised absence	0.3%

EMERGENCIES

In the event of sickness or injury at school, we will need to make contact with parents. Please make sure we have an address and contact number so that we can reach you in an emergency.

Changes of current address and home, work or mobile telephone numbers should always be promptly notified to the school office.

Heart Radio and Radio Berkshire will relay information of school closures in the case of emergencies e.g. bad weather, heating failure etc. Information will also be placed on the school's website www.oaklandsjunior.uk.org and ParentMail will be used to inform parents by text/e-mail. In the event of technological failure we will do our best to put a notice at the school gates.

CAR PARKING

Oaklands Junior School is very aware of the disruption that parking at the beginning and end of the school days causes to our neighbours and seeks to minimise this by asking our parents to park sensibly at all times.

It is vitally important that the zigzag areas, marked on the roads, are kept clear of all cars because they serve as a sterile area in which children and their parents can cross the road safely. Parents should leave their cars and escort their children across the roads and not let them cross unattended. Furthermore, drivers are requested not to park opposite the zigzag lines, on grass verges, on the corners of road junctions or across the driveways of houses.

We request parents to park as follows:

Ellis Road:

AM	park on the <i>SCHOOL SIDE</i> when depositing children
PM	park on the <i>OPPOSITE SIDE</i> when collecting children

Butler Road:

AM	park on the <i>SCHOOL SIDE</i> when depositing children
PM	park on the <i>SCHOOL SIDE</i> when collecting children

As part of our Healthy Schools initiative we encourage all children to walk to school.

DO NOT DRIVE INTO THE SCHOOL GROUNDS UNLESS:

- ◆ You are helping in school
- ◆ You are collecting a child who is poorly
- ◆ You are depositing or collecting bulky materials

If you have a disability and need access to the school grounds on a regular basis, please arrange this in advance with the school admin officer.

Please note that there is a **5 M.P.H.** speed limit throughout the school grounds.

**PLEASE PARK SENSIBLY, BE CONSIDERATE TO LOCAL
RESIDENTS AND, ABOVE ALL, ENSURE THE SAFETY OF ALL
OUR CHILDREN**

BICYCLES

Children in Years 3 - 5 may cycle to school provided:

- ◆ they wear a safety helmet
- ◆ they are accompanied by an adult

Children in Year 6 may cycle on their own to school provided:

- ◆ they wear a safety helmet
- ◆ they are undertaking, or have passed their cycling proficiency test
- ◆ they have written permission from a parent or carer

Parents are recommended to supply their children with a sturdy padlock for their bicycle. Please note that whilst every effort is made to safeguard property, the school cannot accept responsibility for loss of or damage to bicycles.

Children and adult cyclists are asked to dismount at the school gate and walk their bicycles to the bicycle shelter.

DOGS

Dogs (except guide dogs) are not allowed in the school grounds at any time.

NON-SMOKING SITE

Smoking is **not** permitted anywhere on the site.

MEDICAL INFORMATION

The school has a comprehensive Medical Procedures and Protocols policy which is available for inspection from the school office, on request.

Prescribed pills and medicines

Short term medication

Occasionally, where a child is well enough to be at school but needs to complete a course of prescribed medication, a child will need pills or medicine to be administered in school.

The school admin officer may be able to administer medication to your child if you complete the relevant form, which is available from the school office, on request. **Under no circumstances may the child administer their own medication.**

Medicines **must** be handed in and collected by an adult.

Please note this is a service to parents and the school reserves the right to withdraw it at any time.

Long term medication

Some children may need to take long term medication or may need to have immediate access to it in a medical emergency (asthma inhalers, epipens). If you wish your child to have access to long term medication, please complete the relevant form, which is available from the school office. Inhalers and epipens are kept in the child's classroom and are easily accessible from the class teacher.

Head lice

Parents are asked to check their child's hair every Friday if possible. This has proved to be more effective in controlling head lice as inspections by the school nurse have now been discontinued.

If head lice or the eggs are discovered, please keep your child at home until you have commenced treatment and have notified the school. Although this tends to be an emotive issue with parents, it is a perfectly normal childhood occurrence and will be treated as such by the school.

POLICIES AND PROCEDURES

School policies, schemes of work, records and general documentation are all available for parents to view, on request. Please telephone the school if you wish to look at any of these documents.

Admissions

Children normally qualify to start at the Junior School at the beginning of the academic year (September 1st – August 31st) in which their 8th birthday falls.

Most of our intake transfers directly from Oaklands Infant School. New 'linked school' criteria will reduce the risk of a child in the Infant school failing to gain a place at the Junior school. But parents are advised that they are still required to make an application for a place at Oaklands Junior School. Children from outside the designated area can be considered if a place is available, but you should visit your own designated area school first.

To apply for a place for your child at Oaklands Junior School, you will need to apply through your home authority (the one to whom you pay your council tax). Wokingham residents should use the Wokingham Local Authority's application form or you can apply online at www.wokingham.gov.uk/admissions. Bracknell Forest residents can view information at www.bracknell-forest.gov.uk/learning/learn-schools/learn-and-starting-school.htm or contact Bracknell Forest School Admissions Team on 01344 354023 / 354144 or by e-mailing school.admissions@bracknell-forest.gov.uk.

For the latest copy of the document 'A Parent's Guide to Primary School Admissions in the Wokingham Borough Council Area' which includes information about Oaklands Junior School you should contact Wokingham Schools Admissions Team on (0118) 974 6245 or by emailing schooladmissions@wokingham.gov.uk

Transfer to secondary school

The majority of children leaving Oaklands Junior School transfer to Edgbarrow School as most of them live in the area traditionally served by this school. However, some transfer to other state, independent and selective schools.

Information regarding transfer to county secondary schools is sent out by the Local Authority in the Autumn term of a child's last year in the school. It is always helpful if parents discuss with the staff any special arrangements they may have in mind for secondary schooling as early as possible. The headteacher will be pleased to discuss the options available.

Please note that it is the parent's responsibility to seek information about, and transfer arrangement to, schools in the independent sector.

Charging Policy

The governing body recognises the value that a wide range of additional activities, including clubs, trips and residential experiences, make towards pupils' personal and social education. The governing body aims to provide and promote such activities both as part of a broad and balanced curriculum for the pupils of the school, and as optional activities.

Parents may be asked to make a voluntary contribution towards activities organised by the school. A pupil's place will not automatically be forfeited as a result of their parent's failure to make such a contribution. The school reserves the right however, to determine whether the level of voluntary contributions makes the activity viable.

Families who are suffering financial hardship or who are in receipt of income support are invited to apply, in complete confidence, for part or all of the charges to be waived. Authorisation for such a waiver will be made by the headteacher in consultation with the chair of governors.

A full copy of the Charging policy is available to view from the school office, on request.

Damage to school property

The school reserves the right to charge for damage to its property, though in practice it will do so only when it is clear that damage was wilful or resulted from the flouting of school rules. The school also reserves the right to charge for lost library books, school textbooks and any other items lost or damaged at home. It is hoped that, as a taxpayer, you will approve of this policy.

COMPLAINTS PROCEDURE

Oaklands Junior School works hard to foster and maintain excellent relationships with parents and other interested parties, and to resolve, satisfactorily, any issues raised.

It is hoped that discussions initially with the class teacher would allay concerns and resolve any issue. However, if this is not possible, please contact the headteacher who would hope to discuss the matter further resulting in an acceptable conclusion for all parties. Occasionally matters may become the subject of a formal complaint to the governing body. If these investigations fail to provide a satisfactory response, the complaint would then be referred to the Local Authority.

A complainant, who remains dissatisfied after the complaint has been fully considered under the above arrangements, will still be able to make a complaint to the Secretary of State. However, the Secretary of State will not be able to entertain any such complaints unless they have been through all the stages of approved local arrangements. A copy of the General Complaints policy and procedure is available to view from the school office, on request.