



Charter for Parents

Please keep safe for future reference

2017-18

Parents' Advisory Council

The parents on the Advisory Council meet termly with the Headmaster and Deputy Heads to provide advice, information and support. Their work includes monitoring and, where possible, improving the Charter for Parents. They have the brief to encourage parents to use the systems in place at the School. They also raise issues and make suggestions to support and improve the School. Assistance in the development, preparation and review of School policies eg: Behaviour Policy, Health and Sex Education Policy, will be amongst the many tasks undertaken by the Advisory Council. If not represented a Friends committee member may be co opted onto this group at the headmaster's discretion. The term of office is normally 3 years. Members can ask to remain on the council after this period if nominations permit.

The Headmaster recognises the importance of hearing the views of the local community about the School and may therefore co-opt local representatives as appropriate to join the Advisory Council.

Parents who are Members of the Advisory Council 2017-18

Name	Parent of	Class and year group
Julie Hoagh	Haakon and Havdan	8H and 9S
Charlotte Davies	Sean Dell	8H
Kathryn Wright	Niamh Wright	8S
Alison Gee	James Gee	8L
Laura Brennan	Merixell Brennan	9H
Seonaid Mackenzie-Murray	Margaux Murray	9H
Sandra Page	Alfie Rogers	9L
Juliet Morris	Evie Morris	9S
Maria Lettini	Nico and Marco Landazabal	9H/10H
Gabrielle Voumard	Angus Power	10K
Christine Mason	Jake Berger	10K
Suzanne Cagnoli	Bella Cagnoli and Edoardo	10H and 8H
Hellen Kelly	Christopher Kelly	10S
Andrew Hall	Felix Hall	11S
Paola Ferretti-Johnson	Georgia	Years 6.2

Improving Services

The School is committed to continuously improving service to our students and parents. We have quality assurance systems in place for gathering information and monitoring progress in relation to quality of care.

As well as commenting on the regular reports, parents and students may be invited to complete questionnaires at key points: for example, at the end of the first term, after the Key Stage 4 Information Evening for Year 8, Careers Discovery Programme, etc. The information gathered is quantified and evaluated to gauge satisfaction and to pick up on areas for improvement. This group may also be the first point of contact for ISI inspectors or our own inspector seeking a 'Parent View'.

We welcome communication from parents to help us raise the quality of services available. A list of personnel to contact is on the following page and attached to the back of this Charter is a copy of a proforma which may be used for this purpose. Further copies of the proforma are available from the School Reception or on the website (www.kewhouseschool.com) within the Parents' Charter document in the Parent Information Section. Completed forms may be emailed to Secretary Kew House (secretary@kewhouseschool.com)

School Rules

The schools principle rules are incorporated in into the student charter, a copy of which as been given to all students. We expect students to respect these rules. Our principle guideline is: ***“Students are here to learn and teachers are here to teach”***. Any behaviour that prevents either of these from taking place will be seen as a serious matter and managed accordingly.

Details of basic rules are to be found in the Student Charter.

We expect parents to support us in providing the very best of conditions for the students.

The School has a range of personnel and services available to help parents resolve issues ranging from routine enquiries to formal complaints

The first point of contact for personal and academic issues relating to the progress and welfare of students **Student's Personal Tutor**

More serious issues and confidential matters: etc **Deputy Heads:** Mr Lowe or Ms Atwell
Headmaster: Mr Hudson

- Key Stage 3 - Years 7 and 8- Ms Atwell assisted by Mr Hale
- Key Stage 4 (years 9,10 and11)- Mr Lowe assisted by Mrs Mannion
- Sixth Form - Mr Lees

Special Needs issues, including the needs of exceptionally gifted children **Mrs B Farrell/ Mr Farthing**

Enquiries relating to the Homework policy **Deputy Heads:** Mr Lowe KS4/Ms Atwell KS3.

Enquiries relating to Health and Sex Education **Head of Science:** Mr Lees/Miss Oldham

Any general medical issue: **Personal Tutor/school secretarial staff/School Nurse**

Formal complaints and access to documentation such as the Formal Complaints Procedure, School Policy documents eg Special Needs, Behaviour, Health and Sex Education, Equal Opportunities, etc **Headmaster's Assistant:** Mrs D Hassett

Any issue which remains unresolved having exhausted all other channels:
Headmaster: Mr Mark Hudson headmaster@kewhouseschool.com

Please email, write or telephone
and we will do our utmost to respond within 24 working hours

What should parents expect from the School?

SAFE SURROUNDINGS

- A safe and orderly learning environment with high standards of behaviour
- Quick, decisive and fair action with any students to protect the interests of the majority
- Quick, decisive action to protect your child from bullying.
- A school environment free of harmful and illegal drug possession, selling, purchase or consumption. Any such activity will result in expulsion. A zero tolerance policy is in place. **Illegal or harmful drugs and substances are very dangerous and parents should note that there will be no toleration of possession, sale, purchase or consumption at the School or in the community. Students breaching this rule will forfeit their place at the school.**
- An ICT network that has systems and rules in place to safeguard your child as far as is technically possible from inappropriate materials

ACADEMIC ENVIRONMENT

- A broad, balanced and well taught curriculum
- Regular reporting to ensure that parents are fully informed about student progress
- Frequent opportunities (through the module reporting system) to express satisfaction or dissatisfaction
- A Personal Tutorial system which supports students throughout their academic career at the School. This includes meetings as required
- Advice for parents on how best to support their child's education with information provided online and via the post about important issues
- A polite, courteous and prompt response
- Comprehensive careers advice and links with industry
- Access to all the School's policy documents, available through our website by appointment or request

How parents can support the School and their child

SAFE SURROUNDINGS

- Ensure that your child understands the seriousness of downloading inappropriate materials from the computer facilities in School and counsel him/her that this could lead to exam penalties and in some cases the loss of his/her place at the School.
- Be aware of your child's computer/phone networking at home and ensure your child understands the seriousness of cyber bullying and inappropriate behaviour. The school will take action where it feels students behaviour is unacceptable.
- Be safe and considerate to others when dropping off/picking up your child outside School. Share lifts when possible. Always ensure that students get out of vehicles on the pavement side of the road. Do not obstruct the entrance/exit by stopping on the zig-zag lines or abuse any other parking restrictions around the School. Failure to observe these restrictions may lead to a serious accident and could lead to prosecution by the Police.

PASTORAL ENVIRONMENT

- Ensure that your child understands the Standards of Behaviour expected of him/her as described in the Students' Charter.
- Always report to us any concerns about your child's well-being and work cooperatively with the Personal Tutor to resolve matters satisfactorily.
- Encourage excellent attendance and punctuality. Please do not organise family holidays during term time.
- Provide a suitable 'distraction-free' environment for homework to be completed on time.

ACADEMIC ENVIRONMENT

- Observe progress as detailed in your child's report and let the Personal Tutor know of any concerns or suggestions you may have in the parent's section of the report.
- Monitor the school homework diary, it should contain notes and set deadlines for work to be completed.
- Make yourself aware of the meaning of new reported grades/levels, and in time GCSE grades, as well as AGCE at Sixth Form level. Ask the teachers to explain if necessary.
- Always attend key presentations with your child so that they feel supported by your involvement. These will be at the beginning of Key Stage 3, Key Stage 4 (Options) and in preparation for the Sixth Form.
- Attend the frequent career events and seize the opportunities to meet with the Careers staff to help plan your child's future.
- Show a particular interest in your child's development by asking about their work in all the subjects they are studying.
- Sign up promptly to electronic communications and portals with the School to receive report/emails/texts and to keep your contact details up to date. This is the principle medium by which the school will communicate with parents.
- Use our website (www.kewhouseschool.com) to access information and scheduled events. Ask your child or the School for help if necessary.

MAKING THE MOST OF ALL THE OPPORTUNITIES

- Encourage your child to attend trials to represent the School in sporting activities and come to School to support them.
- Encourage your child to audition for the School productions, attend Music School and come to the School to watch his/her performance.
- Support your child in participating in charitable events at the School especially for those less fortunate than themselves.
- Support your child and the School by attending events, eg, Drugs Awareness Evenings, IT Evenings, Science Fayre, etc.



Concerns, Complaints, Suggestions and Thank You

Please use this Proforma if it helps you. Alternatively, there is a similar form available within the Parents' Charter document in the Parent Information Section on the website (www.kewhouseschool.com) which can be emailed to: (secretary@kewhouseschool.com)

Please tick

Concern

Complaint

Suggestion

Thank You

Name

Daytime Telephone Numbers to enable quick contact:

Address

.....

.....

Please indicate the detail here and tick if you require an appointment. If a concern or complaint, we will do our utmost to respond within 24 hours.

Please tick

Appointment Required

No Appointment Required

Details:

Please continue overleaf

Continue details here

What changes would you like to see?

Signed.....

Date.....