



## **Heathlands**

Heathlands Drive, St Albans, Hertfordshire, AL3 5AY

# **Contact Booklet**



## **Parent's Guide about Home/School Liaison**



**Tel: 01727 807807**

**Fax: 01727 867228**

**Text: 07860 004370**

**e-mail: [admin@heathlands.herts.sch.uk](mailto:admin@heathlands.herts.sch.uk)**

**Website: [www.heathlands.herts.sch.uk](http://www.heathlands.herts.sch.uk)**

Dear Parents/Guardians

For the Heathlands partnership to be efficient and effective, it may be helpful to have a clear guide about making contact with us.

We hope that you always find us approachable and helpful whether your enquiry is in person, over the phone, by letter, fax, text or e-mail. However, clear information about the person best placed to deal with your enquiry will often save time and trouble. Like any organisation, many people in it have different responsibilities delegated to them and, as Co-Head Teachers, we certainly cannot deal with everything in person.

If, however, there is something which is important for us to deal with personally than we will do our best to arrange to see you promptly. The school office keeps the diary so a call to the office is your starting point.

Finally, if having gone through all the channels that the school offers, you are still unhappy with the way the school has acted in some respect there is an official complaints procedure. We very much hope that you never need to use it, but details are given in this booklet and the full procedure is available on request from the school office.

Clear communication requires both a good transmitter and a well tuned receiver. We hope this booklet is a help to both. Parents are further encouraged to access the website for updated information and the downloading of forms.

Yours sincerely



**Lesley Reeves Costi and Sarah Shields**  
Co-Head Teachers (from September 2019)



## WHO SHOULD WE PHONE /SEE /WRITE TO?



### For General Welfare and Pastoral Matters

Most routine pupil matters e.g. problems with friends, general welfare, general homework issues, are dealt with by the **class teacher/form tutor**. Write in the Home/School book in the first instance. Telephone calls go to the Secretary who will leave class teachers a message.

### Absences

Please contact the school secretary immediately about any pupil absences. She will notify the class teacher or form tutor. All requests for authorised absences for reasons other than illness must go directly to the Head for her consent. A form is available from the office or to download from the school website.

### Emergencies

In an emergency, such as school closure due to snow, parents will be contacted using our text messaging service to the mobile number supplied to the office. Please ensure the school is notified of any change of new contact numbers. Messages will also be posted on the school facebook page.

### More Serious Issues

Major problems such as bullying, truancy, behaviour in class or outside, are referred to the Assistant Head Teacher or the Deputy Head. Appointments should be made via the school office.

### Problems with a subject

General queries about lesson content, specific homework tasks etc should go to the class teacher/form year tutor first. You should know his/her name from the information given out before the start of each academic year and from this booklet. If the problem cannot be dealt with at that level, or it concerns the subject teaching itself, then contact a member of the Leadership Team.

### Major Issues

What we have in mind here is major family or pupil issues perhaps, but not always, involving other outside agencies e.g. family doctor, social services. Here, the Head or Deputy Head can be contacted.

### Medical Matters - Spills and Pills

It is important that you provide us with basic medical information about your child e.g. allergies, asthma, ongoing medical conditions, so that we can take the appropriate action.

You provide us with this on admission on our Personal Information form, but we rely on you to update us in writing if there are changes during your child's school life.

If your child is ill during the school day, and we think he/she should go home, the admin staff will contact you and tell you what the problem is and make arrangements with you in order to get him/her home. Your child will be supervised in the meantime.

In the event of an emergency your child will be checked by the qualified first aiders, Mrs G Welford or Mrs V Batterton and, if necessary, a decision will be taken to go direct to St Albans/Hemel Hempstead Hospital. You will be contacted immediately. The First Aider will stay with your child until you arrive.

County guidelines prohibit us from administering medicines except in a few very special cases. If your child needs this please contact us.

### **My Hearing Aid's not working!**

Provision and repair of hearing aids is the responsibility of the Health Authority. Parents should report any lost hearing aids to the issuing clinic to arrange for a replacement. The school does not have replacement aids. Though parents are responsible for the care and management of personal hearing aids the school will continue to support them by:

- checking aids on a daily basis
- sending broken aids away for repairs
- providing batteries
- arranging for new ear moulds

The following staff maybe able to help you with Audiology:  
Mrs A Jordan - Audiology Assistant.

### **I've lost my PE kit!**

Lost property is a problem at times. First, please help us all by making sure all property is marked, especially replacement items bought as your growing son/daughter moves up through the school. Next encourage thorough searching. If all else fails lost property is handed in to Reception and can be claimed at any time.

### **Late Phone Calls**

No call will be taken after 4pm on any day. The school office is open from 8am to 4pm during term time. Parents of boarders can contact the Residential Term on 07932 248565 between 4pm and 10pm Monday - Thursday.



## **Cash and Cheques**

You can make online payments for uniform, school dinners, swimming and trips using Instant Bank Transfer or your debit/credit card via the School Gateway website ([www.schoolgateway.com](http://www.schoolgateway.com)) or a smartphone app.

Using School Gateway has several benefits:

- You can make payments at any time to suit you and you will also be able to view school meal balances.
- It removes the necessity of students bringing cash into school.
- It benefits Heathlands by saving the school time and money on administration, preserving school funds to use for the benefit of the pupils.

*Instant Bank Transfer* is our preferred method of payment: it is a secure payment method and will minimise the cost to the school of processing online payments. When using Instant Bank Transfer for the first time you will be asked to enter your bank account details, then on all future occasions, you will simply need to enter the amount you wish to pay the school and then click to authorise the payment.

To start using online payments please register at School Gateway on [www.schoolgateway.com](http://www.schoolgateway.com).

## **Taxis**

Transport is **not** the responsibility of the school. This is an arrangement to be made between parents and their respective LAs. If there is a problem please contact the Transport Section of your LA direct. The school has outlined safety procedures for receiving and releasing children and a copy of the guideline is available from the Office.

## **I've got a complaint**

We hope this will be a rare occurrence. However, if the stages set out above do not satisfactorily resolve your problem, then write to the Head Teachers or make an appointment. They will see that the matter is investigated and dealt with. Beyond that you should ask for a copy of the formal complaints procedure.

You will need then to set out your complaint in writing and send it to the Chair of the Governors, care of the school. The Chair will then arrange for your complaint to be investigated again. You can also complain to the County Council and the appropriate branch is The Conciliation, Advice and Appeals Service, Education Department, County Hall, Hertford, SG13 8DF, phone 01992 588542.



# Heathlands Staff

**Co-Head Teachers and SENCO:** Mrs L Reeves Costi

**Co-Head Teacher and Pastoral Care:** Mrs S Shields

**Deputy Head Teacher:** Mr J Hazrati

**Assistant Head Teacher (Lower School):** Miss S Head

Lower School Teachers	Middle and Upper School Teachers	Heath House	Admin
<ul style="list-style-type: none"> <li>• Mrs S Brinsden (deputy SENCO)</li> <li>• Miss G Gomez</li> <li>• Ms A Hayes</li> <li>• Miss N Kerntiff</li> <li>• Mrs L Quigley</li> <li>• Mrs S Roberts</li> <li>• Miss N Round</li> <li>• Miss A Savage</li> <li>• Mrs C Woodgate</li> </ul> <p><b>Learning Support Assistants</b></p> <ul style="list-style-type: none"> <li>• Miss H Atkinson</li> <li>• Mrs S Cope</li> <li>• Mrs C Depeza</li> <li>• Mrs G Giles</li> <li>• Mrs D Horner</li> <li>• Mr N Jordan-Caws</li> <li>• Miss R Joshi</li> <li>• Miss F Lakatos</li> <li>• Mrs B McKenna</li> <li>• Mrs S Mtanda</li> <li>• Mrs J Pollard</li> <li>• Miss D Reading</li> <li>• Mrs L Weaver</li> <li>• Mrs G Welford</li> </ul>	<ul style="list-style-type: none"> <li>• Miss C Aylward</li> <li>• Miss E Colton</li> <li>• Mrs L Fenner</li> <li>• Mrs S George</li> <li>• Mrs M Goodwin</li> <li>• Mrs T Heaney</li> <li>• Mrs T Herrera-Marin</li> <li>• Miss N Jackson (curriculum lead)</li> <li>• Miss N Jarrett (pastoral lead)</li> <li>• Mrs P Jordan</li> <li>• Mrs J Marris (curriculum lead)</li> <li>• Miss E Monk</li> <li>• Mrs L Morgan</li> <li>• Mr S Priestley</li> <li>• Miss V Robinson</li> <li>• Mr D Rodger</li> <li>• Miss K Walker (curriculum lead)</li> </ul> <p><b>Learning Support Assistants</b></p> <ul style="list-style-type: none"> <li>• Mrs B Halfpenny</li> <li>• Mrs V Tharby</li> </ul> <p><b>Education &amp; Inclusion Officers</b></p> <ul style="list-style-type: none"> <li>• Mrs V Batterton</li> <li>• Mrs A Hooker</li> <li>• Mrs L Murphy</li> </ul>	<p><b>Residential Support Workers</b></p> <ul style="list-style-type: none"> <li>• Miss K Butcher</li> <li>• Miss D Reading</li> <li>• Mr T Tharby</li> </ul> <p><b>Independent Listener</b></p> <ul style="list-style-type: none"> <li>• Ms A Jamera</li> </ul> <p><b>BSL Centre</b></p> <p><b>Manager</b></p> <ul style="list-style-type: none"> <li>• Miss E Caswell</li> </ul> <p><b>Tutors</b></p> <ul style="list-style-type: none"> <li>• Miss R Coles</li> <li>• Mr Z Thomson</li> </ul> <p><b>Administrator</b></p> <ul style="list-style-type: none"> <li>• TBC</li> </ul>	<p><b>Business Manager</b></p> <ul style="list-style-type: none"> <li>• Mrs C Bush</li> </ul> <p><b>Finance Assistant</b></p> <ul style="list-style-type: none"> <li>• Mrs S Humphries</li> </ul> <p><b>Caretaker</b></p> <ul style="list-style-type: none"> <li>• Mr J West</li> <li>• Mr S Dent</li> </ul> <p><b>Head Teachers Secretary</b></p> <ul style="list-style-type: none"> <li>• Mrs J Turner</li> </ul> <p><b>School Secretary</b></p> <ul style="list-style-type: none"> <li>• Mrs G Kellett</li> </ul> <p><b>Admin Assistant to Senior Staff</b></p> <ul style="list-style-type: none"> <li>• TBC</li> </ul> <p><b>Speech &amp; Language Therapist</b></p> <ul style="list-style-type: none"> <li>• Mrs C Bloss</li> <li>• Miss R Carolan</li> </ul> <p><b>Speech &amp; Language Therapist Assistant</b></p> <ul style="list-style-type: none"> <li>• Mrs P Sweet</li> </ul> <p><b>Audiology Assistant</b></p> <ul style="list-style-type: none"> <li>• Mrs A Jordan</li> </ul>

## Sign Language Classes

The BSL Centre holds a free parent and family group on Monday mornings from 9.30am to 12.00pm. Please contact the BSL Centre for more information.



In addition we offer Signature Level 1, 2, 3 and 4 evening classes to teenagers and adults. If you would like to join our mailing list to be informed of BSL/signing courses and any future workshops, daytime and evening courses then please contact the BSL Centre Team.





# How to COMMENT or COMPLAIN

## We care about what you think

This is an extension of our Contact Booklet. Expressions of pleasure or praise are very welcome as they give staff reassurance that their efforts on behalf of your children are appreciated. Such comments can be verbal or put in writing or placed in the Comments Box (in each department) to inform us as part of our school self-evaluation.

Each day this school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning. You may want to talk to us about a particular aspect of this school, though not actually make a complaint - you just want to get something 'off your chest'. Whatever it is, this booklet shows you how this can be achieved.

If you are dissatisfied about the way your child is being treated, or any actions or lack of action by us, please feel able to complain.

## Our promise to you

- Your complaint will be dealt with honestly, politely and in confidence
- Your complaint will be looked into thoroughly and fairly
- If your complaint is urgent we will deal with it more quickly
- We will keep you up to date with progress at each stage
- You will get an apology if we have made a mistake
- You will be told what we are going to do to put things right
- You will get a full and clear written reply to formal complaints within 28 working days

## First

Please make sure that you have read the Contact Booklet and followed the guidance given there. We hope that any problem can be resolved quickly and informally where and when it occurs. If you have a concern about anything we do, or if you wish to make a complaint, you can do this by letter, telephone, fax, e mail, text mobile or in person. If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please come in and discuss it with the class teacher or other appropriate member of staff. If the problem cannot be dealt with at that level please approach the relevant Head of Department.

We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right.

If your concern remains unresolved talk to the Head Teachers. Make an appointment with the school secretary to make sure the Head Tteacher is available. You should be able to sort out your worries but sometimes this is not possible. In this case there is a next step.

## Second

If you are not satisfied you can complain formally by filling in a form, which is available from the school office. Send the form to the Chairman of Governors. The school secretary will tell you who this is. The Chairman will then arrange for your complaint to be investigated and considered and will reply within ten working days to give you a progress report and tell you what will happen next. When your complaint has been fully investigated you will be told of the outcome in writing.

## Third

Most complaints are the responsibility of the governing body of the school and will be resolved by them. A small number of complaints cannot be resolved by this process.

In the case of complaints about **Special Educational Needs**, the **National Curriculum** or **Collective Worship**, in LEA maintained schools, you can complain further to the Local Education Authority. This should be done by writing to the Head of the Conciliation and Appeals Unit at the address on page 6.

## HEATH HOUSE (Residential Sector)

The complaint procedures outlined above equally apply to Heath House. However, if you have a serious concern to raise with respect to our residential provision you can complain directly to Ofsted, Royal Exchange Buildings, St. Ann's Square, Manchester M2 7LA. Tel: 08456 404045. E-Mail : [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

# Useful contacts

## Chair of Governors

The secretary at school will tell you who this is and pass on any written correspondence

## County Councillor for your area

Contact the Members Secretariat at County Hall

**01992 556556**

## ACE

### Advisory Centre for Education

1b Aberdeen Studios

22 Highbury Grove

London. N5 2EA

Free Advice Line 2-5pm

Monday to Friday

**0808 800 5793**

## Children's Legal Centre

University of Essex

Wivenhoe Park

Colchester

Essex CO4 3SQ

Free Advice Service, 2-5pm

**01206 877910**

## Complaints Officer

Head of Unit

Conciliation and Appeals Unit

CSF

County Hall

Hertford, SG13 8DF

**Helpline 01992 588542**

## Parent Partnership (Special Educational Needs)

**Helpline 01992 555847**

There are four **Area Parent Partnership Supporters** in the county and you can contact your local Supporter direct. Their details are:

North (Stevenage/Hitchin/Letchworth/Baldock/villages)

**Irene Holland** 01462 634488

East (Hertford/Ware/BStortford/Waltham Cross/ Hatfield/WGC/villages)

**Dawn Owen** 01920 411152

South (Watford/Rickmansworth/Potters Bar/ Borehamwood/Radlett/villages)

**Karen Edwards** 01442 453316

West (St Albans/Hemel Hempstead /Tring Harpenden/Berkhamsted/villages)

**Helena Marks** 01442 217143