**PARENTS HANDBOOK**

Evergreen Primary School

9 Swans Mews

Purser’s Cross Road

WS6 4QT

Tel: 0208 4718287

Email: admin@evergreenprimary.org.uk

Assalaamua’laikum Wa Rahmatullaahi Wa Barakaatuh,

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| Dear Parents and guardians of |  |

We would like to take this opportunity to welcome you to Evergreen Primary School, inshaa’Allah our association will be a long and happy one.

Our vision is to offer a high quality, affordable, primary education available to as many people as possible.

We aim to create an environment that is both nurturing and inspiring. Our values derive from a broadly Islamic ethos, with obligations of courtesy, helpfulness and openness. The school will provide an all-round education for boys and girls from 3 -11 years of age.

**First day of school: Thursday 3rd September 2020**

**Class:**  **Early Years**  **Y1  Y2  Y3  Y4  Y5  Y6**

**School timing: 8:30am- 3:30pm**

**(First day will be a half-day session to ensure a smooth transition; parents will be explained about the procedures relating to settling their child in school.**

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The parents' handbook is for all parents and offers information on a wide range of subjects related to the schools, with which you may wish to become familiar. We hope that you will read this in its entirety. The contents offer ready reference and should answer any questions that you may have about the schools.

If you have any further questions, please do not hesitate to contact us.

Ms Anjum Qazi

Head of School

**Information for parents**  
**Absences**  
Contact the office by email on [admin@evergreenprimary.co.uk](mailto:admin@evergreenprimary.co.uk) or the school landline 0207 471 8287 or mobile on

**Communication**

Emergency contact numbers: please make sure that these are up-to-date and advise the school of any changes, it is essential that we have a letter listing arrangements made by parents when are they are away from home or out of the country.

School Entrance: a member of staff is available at the start of the day to take any letters and deal with simple queries, please make a formal appointment for any detailed discussion about your child.

Communication from the school: school newsletters can be downloaded from the website and parents will receive these via email  
  
Eid cards: a post box will be put out a few days before the beginning of Eid for the children to post their Eid cards to their friends and members of staff. The older children will sort and deliver the cards each morning.  
  
**Complaints (See website)**  
**Events**  
These are publicised in the newsletters and on the website. Parents are given as much notice as possible in order to be able to attend these and support their children. Annual events include, end of term class assemblies, Qirat competition, sports day, and other performances.  
  
**Extended Care**  
This takes place each day after school from 3.45 -5pm for an additional charge of £12.50 or £2.50 for those on low income. The children participate in a variety of activities involving the creative arts, sport and cookery, Homework support currently we have Martial Arts, Archery and Hifdh classes running please see website for more information.  
  
**Fees**  
Fees are payable by the first week of the month. A full term's notice is required in accordance with Evergreen Primary withdrawal policy; late fees will also incur a £10 fine. At Evergreen we understand that sometimes due to unforeseen circumstances things happen and the reality of losing a job or anything that has assisted the family financially can be taken away easily, we therefore take an honest transparent approach and would like parents to keep us aware of any situations that may affect them as this will have a direct impact on the schools plans in financially providing enrichments /stability for others. We believe in an ethos of helping each other and remain in our belief that charity starts at home. We encourage parents to communicate this and keep an honest relationship between the school and home as we do not want the family to get into debt. Every year the school has 25 free school places available this is strictly given out by the discretion of the proprietors and the head teacher in exceptional circumstances such as death or loss of job. If for any reason you experience financial difficulties please do not delay come and speak to us and we will see if we can assist.

**Fire Drill**  
Practices are carried out on a regular basis.  
  
**Friends of Evergreen Primary School**  
This is an organisation run by parents; all parents are automatically members when they join the school. Representatives meet on a regular basis to organise social and fundraising events.  
  
**Holidays**  
Holidays should be taken during the designated school holiday periods. It is important that children are not taken out of school during term time as this interferes with school work. School term dates can be found on the website.

**Homework**  
Homework is given throughout the school. Please support your children with this and help them to see that it is an important part of their learning.  
  
**Independence**  
Please make sure your child is as independent as possible. Teach them to use the toilet, flush and then wash their hands as a priority.  They need to change for PE once a week so please encourage them to get themselves dressed and undressed each day/night, please also teach them to use any zips/buttons that they might have on their coats. Infant children should not have lace-up shoes. In order for the children to work and learn effectively they need to go to bed at a reasonable time i.e. 7:00 / 7:30pm. They will get very tired and you should try to limit after school activities in the early days until they get used to their new pace of life!

**EAL**

At Evergreens we do our best to ensure that all children are able to access the curriculum. Upon entry into school the child will undertake an initial assessment to determine the level of assistance required.  
  
**Lost Property**  
All items of clothing/equipment should be clearly named. When lost property is found, this is collected and returned to the child, if named. All unnamed uniform will go into the second hand uniform sales. If unclaimed it is disposed of at the end of each term.

**Lunch/snack**  
Hot lunch is provided in school at a cost of £2.50p a day, payment must be made in advance on a Friday. Each child will get a main meal and a dessert. For more information on the lunch menu please come and see the admin at school.  
  
Each child will be given a piece of fruit and milk every day for snack time there is an additional charge of £1 week.   
  
**Medical information**  
  
**Allergies**

Details of any allergies or medical conditions should be filled in on the admission form, please keep the school updated should your child's medical condition change in any way, severe allergy sufferers must store an epi-pen in school, qualified first aid staff are trained in their use  
  
**Asthma**

Asthmatic children must bring an inhaler into school which will be kept in their classroom at all times  
  
**First aid**

In the event of an injury or where illness is suspected, a qualified first aider is called and the appropriate action is taken, currently we have 5 first aiders.

**Head lice**

In case of a live infestation being discovered by the school the parent is asked to collect their child for immediate treatment, head lice should be treated at home with medication, should a parent discover head lice, please could they inform the school so that we can notify the other parents in the same class. Parents are advised that regular combing of hair after washing with a special nit comb is effective as a preventative measure

**Infectious conditions**

The school should be informed of all incidents and the child should be kept at home until they are no longer contagious  
  
**Immunisations**

The school expects that parents have complied with UK medical recommendations. For the most up-to-date immunisation advice, check on [www.immunisation.nhs.uk](http://www.immunisation.nhs.uk)  
  
***Parents are responsible for all medication being kept up to date.***

**Outings**  
The children visit a variety of places of interest, often linked to their school topics. Parents will be informed about such visits by letter which will give specific details regarding transport, cost and clothing (which is usually school uniform). The member of staff organising the outing will have visited the site and completed a risk assessment prior to the trip to ensure the enjoyment and safety of the children. Parents are invited to volunteer to accompany these trips to ensure an adequate adult/pupil ratio.

**Parents Meetings**  
At the start of each autumn term, parents are invited to come in and meet with their child's new teacher to learn about the year's curriculum, at Evergreen Primary this is also a social occasion run by the Friends of Evergreen's. In the autumn and spring terms parent’s meetings are held in the second half of term to discuss each child's progress. Written reports are sent out at the end of the summer term.  
  
**Policies**  
The following policies can be downloaded direct from the school website: admissions, safeguarding children, discipline and exclusion (behaviour), educational needs, pupils with statements and English as an Additional Language, curriculum, anti-bullying, educational visits, complaints.  
  
**School Day**  
Doors will open from 7:50am for Hifz class. School starts at 8:30 for all pupils who do not participate in the Hifz session. The school day will end at 3:30 pm for ALL. Please try not to be late at the start or end of the day as it is very disruptive and upsetting for both the children and the staff.  
  
**Sickness**  
  
No medicines may be brought into school. Parents should make arrangements with their doctor to prescribe medicines that can be given before and after school. Where this is absolutely unavoidable, parents may come into school to administer the medicine themselves. Any child well enough to be in school is expected to fully take part in the school curriculum, including going out to play and joining in PE lessons (including swimming) unless they have a doctor's note indicating otherwise.

**Sport**

Children regularly participate in sporting activities and are encouraged to see physical activity as part of a healthy lifestyle. Throughout the year, they learn skills to enable them to participate in all the main sports. Full PE kit should be purchased and brought in at the days allocated on the timetable.  
  
**Toys**

To be brought to school only when relevant to a project or show and tell (for Early Years). Toys can become lost / broken if the class teacher is unaware of their presence.  
  
Any items of value should be given immediately to a member of staff. The school is unable to take liability for damage/breakages to any items. Mobile Phones/Weapons/knives of any kind are not allowed in school.  
  
**Uniform**

See separate uniform policy Uniform book bags, and PE bags can be ordered from Ocean Designs. All school uniform must be labelled.  
  
**Visitors**  
A variety of visitors come to the school throughout the year; sometimes these are for individual classes, and sometimes for the whole school.

**School Uniform**

The school endeavours to maintain a smart, user-friendly Islamic dress code which is affordable and sensible. We do ask parents to adhere to it. In particular please help us avoid any designer label fads and do keep to uniform where supplied.

Evergreen Primary School requires that pupils adhere to our Islamic dress code.  
All items are available through supplier; school children must wear these. All items must be clearly labelled with a sewn-in nametape.

**For boys:**

Dark grey trousers   
Sunflower Yellow School polo shirt / sweatshirt

Green jumper / cardigan with school badge to be worn at all times.  
During summer months, boys may wear Yellow polo shirts with the school badge on.

Friday Jummah option white thaub with cap. Socks (navy, grey, black, only) Shoes plain black

**For girls:**

Dark grey trousers and grey pinafore dress  
School cardigan/ jumper to be worn at all times.  
During summer months, girls may wear checked yellow/white summer dress (for primary grey Jilbaab with white scarf   
Socks/tights (grey, black, or white only)   
Shoes plain black.

**Footwear:**

Pupils are not to wear trainers on a daily basis. Pupils must be able to put on and take off their own shoes. If necessary, this may mean pupils wearing shoes that fasten with Velcro or buckles. No laces in Reception/Year1 please.

**Physical Education:** Pupils will require separate clothes for PE.

White t-shirt and black shorts (below knee) for boys/ Black jogging bottoms,  
Black jogging bottoms girls, White long sleeve t-shirt Plimsolls/trainers (black and not multi-coloured, laced or flashing!) white one piece scarf for primary.

The uniform can be obtained from:

**Ocean Designs**

10 Watney Market, London, E1 2PR,

020 7702 8881

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| **Complaints Policy** |

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| --- | --- | --- |
| **Date** | **Review Date** | **Lead in School** |
| **June 2019** | **Annually** | **Rena Begum (Proprietor)** |

Evergreen Primary School follows the legal requirements as specified in the Education Regulations (2014) legislation. (Part7).

**The complaints procedure of Evergreen Primary school;**

(a) is in writing;

(b) is made available to parents of pupils;

(c) sets out clear time scales for the management of a complaint;

(d) allows for a complaint to be made and considered initially on an informal basis;

(e) where the parent is not satisfied with the response to the complaint made in accordance with sub-paragraph (d), establishes a formal procedure for the complaint to be made in writing;

(f) where the parent is not satisfied with the response to the complaint made in accordance with sub-paragraph (e), makes provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint; .

(g) ensures that, where there is a panel hearing of a complaint, one panel member is independent of the management and running of the school;

(h) allows for a parent to attend and be accompanied at a panel hearing if they wish;

(i) provides for the panel to make findings and recommendations and stipulates that a copy of those findings and recommendations is —.

(1) provided to the complainant and, where relevant, the person complained about; and

(2) available for inspection on the school premises by the proprietor and the head teacher;

(j) provides for a written record to be kept of all complaints that are made in accordance with sub-paragraph (e) and —.

(1) whether they are resolved following a formal procedure, or proceed to a panel hearing; and

(2) action taken by the school as a result of those complaints (regardless of whether they are upheld); and

(k) provides that correspondence, statements and records relating to individual complaints are to be kept confidential except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them.

**INTRODUCTION**

At Evergreen we welcome suggestions for improving our work in school. Be assured that, no matter what you want to tell us, our support and respect for your child will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem properly if it took place some time ago. We do appreciate the assistance we receive from parents in addressing any problems that arise.

The majority of issues raised by parents, the community or pupils, are concerns rather than complaints. We are committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without needing formal procedures. However, depending on the nature of the complaint, you may wish or be asked to follow the school’s formal complaints procedure. For the school to be able to investigate a complaint, it needs to be made within one year of the incident occurring. If a complaint is older than a year it will not be investigated. The prime aim of Evergreen Primary School’s policy is to resolve the complaint as fairly and speedily as possible. Formal complaints will be dealt with in a sensitive, impartial and confidential manner. Malicious complaints may incur appropriate action by the school. The following details outline the stages that can be used to resolve complaints.

**Stage 1: Informal resolution with class teacher**

* Parents discuss concerns with the class teacher
* If the teacher is unable to deal immediately with the matter, a clear note is made, including complainant’s name, phone number and date, and the parent is contacted as soon as the matter has been investigated. The teacher may also consult the Head teacher at this stage.
* The teacher ensures that the parent is clear what action or monitoring of the situation has been agreed.
* If no satisfactory solution has been found, parents are asked if they wish their concern to be considered further.

**Stage 2: Referral to the Head teacher**

* The Head teacher acknowledges the complaint, orally or in writing.
* The Head teacher investigates further, interviewing witnesses as appropriate. If the complaint centres on a pupil, the pupil would normally be interviewed with a parent present or, if this is not possible, with a member of staff who is not directly involved.
* The Head teacher keeps written records of meetings, telephone conversations and other documentation.
* Once all relevant facts have been established, the Head teacher responds. If the complaint was in writing, a written response will be sent.
* If the complainant is not satisfied, they are advised to write to the Proprietor giving details of the complaint.

If the complaint is about the Head teacher, then the complaint should be sent in writing to the Proprietor

**Stage 3: Proprietor Panel Review**

* The Proprietor acknowledges receipt of the written complaint, and may arrange to meet and discuss the complaint. The Proprietor will try to find a resolution to the complaint.
* The Headteacher arranges to convene a Proprietor Complaint Review Panel (usually within 20 working days), The panel will consist of no fewer than three people, with one member being independent of the management and running of the school
* The Proprietor should have no prior involvement with the complaint.
* The Deputy will write and inform all concerned of the date, time and place of the meeting at least 5 working days in advance. The notification to the complainant should also inform him/her of the right to be accompanied to the meeting by a friend and the right to submit further written evidence.
* It is the responsibility of the Proprietor to ensure that the meeting is properly minuted.

* After the meeting, they will consider the evidence and a written decision will be sent to the Head teacher and the complainant within 15 working days.
* All records and reports/letters that come out of the complaints investigation will be kept securely locked in a cabinet.

**Vexatious complaints and unacceptable behaviour**

If properly followed, the complaints procedure will aid the speedy resolution of most complaints, however, there may be occasions where an agreed resolution cannot be reached and it is only possible to agree an acceptable way forward. It should be noted that once a complaint reaches the end of the school complaints procedure it cannot be reopened and reinvestigated. If the complainant tries to reopen the same issues, the Proprietor/s will be able to inform them in writing that the procedure has been exhausted and that the matter is now closed. A complaint will be considered by the school to be vexatious when:

* Repeatedly and obsessively pursued
* An unrealistic or unreasonable outcome is sought
* Is reasonable, but is pursued in an unreasonable manner.

Advice may be sought from the Local Authority inclusion officer **Joycelyn Minors** in respect of the management of and response to complaints of this nature.

The school will not tolerate behaviour from complainants that is deemed to be offensive or threatening or which is considered to pose a risk to either staff or pupils. The school will take such steps as necessary to manage behaviour of this kind and may seek legal advice.

Where the complainants contact with the school is unreasonably demanding, or the frequency of contact is judged to impede the day to day running of the school, then the complainants contact with the school may be subject to a management plan to aid in the resolution of the complaint.

**The Complaint Review Panel is the end of the school complaint process and further Information for parents can be found on the Department for Education website.**

**Equality Impact Assessment**

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality at this school.