

Complaints

Like all organisations, we have a complaints procedure to ensure that any complaints are dealt with in a fair and prompt manner. If you should have cause for concern regarding your child, it is always wise, in the first instance, to seek the advice of the class teacher. Every attempt will be made to resolve 'problems' quickly and sensitively.

If your concerns should persist, it is best to make an appointment to speak to the KS leader, Deputy Headteacher or Headteacher. Again, every effort will be made to solve the problem quickly and effectively. Complaints of a more serious nature should be put in writing and given to the Headteacher.

If you are dissatisfied with how your written complaint has been handled, you may then write to the Chair of Governors via the school. All complaints are dealt with confidentially and fairly.

A copy of the full, detailed, complaints procedure may be obtained by asking at the school office.

Governor changes

We are sad to say goodbye to Mrs Anne Sanger who has been a governor at Glade for the past 4 years. Ann is moving out of the area and will be missed by all at school.

However, the governing body are pleased to welcome 2 new co-opted governors, Mr Nke Eboma and Mr Peter Callaghan.

Remember that you can find out more about our governing body on the school website at

<http://www.glade.suffolk.sch.uk/about-us/governors/>

We still have one vacancy for a co-opted governor so if you feel that you would like to know a little more, please ask at the school office.

Attendance results

Wrens:	96.4%	Outstanding
Owls:	97.4%	Outstanding
Woodpeckers:	91.6%	Inadequate
Magpies:	95.3%	Good
Swallows:	90.6%	Inadequate
Robins:	95.3%	Good
Skylarks:	90.8%	Inadequate
Hérons:	97.4%	Outstanding
Kestrels:	97.4%	Outstanding
Last week:	94.7%	Requires Improvement
Since Sept:	95.7%	Good



ParentMail

It won't be long until we switch over to the new **ParentMail X** (PMX for short). You will still receive emails and text message notifications but this new version has a couple of advantages.

- There is a dedicated app (iOS and Android) for you to see all notifications and messages.
- You will be able to book parents evening appointments via the PMX app or website.

When it's time to change over (within the next week), you will receive an email or text with the link to follow. This will get you turned over to PMX with minimal fuss!



Headlice

We have been informed by a few parents over the past couple weeks of the reoccurrence of headlice, even after repeated treatments.

We would be grateful if you could check your child's hair regularly and at the first signs of headlice, please treat as soon as possible.

The advice offered by the School Nurse is that the best method of prevention is by regular brushing and combing, and that if further action is required, advice can be obtained from the chemist.



Labelling school uniform

Every term we throw away a huge amount of lost property because we cannot reunite it with its owners. Please make sure that uniform is labelled. It wont guarantee that you get it back but it gives you a much stronger change of getting lost uniform back!

Mathletics

We are currently engaged in a 2 week trial with Mathletics. This is an online learning system to help children improve their maths. Children in Y2, Y4 and Y6 should come home with a card with their log-on details today (Monday). Please encourage them to spend some time over the next two weeks on the Mathletics website so that we can gain a better idea of whether to purchase the system for all pupils. It's fun and educational!



Safeguarding

Every child has the right to be safe from harm and danger. It is everyone's responsibility to ensure every child is free from fear and able to learn and develop in safe, secure environments. We have a duty to ensure that all children at Glade are kept safe.

Sometimes children tell us things that make us believe that they are not safe. If this happens we are obliged to take the matter further and refer it to Children and Young Peoples Services (CYP). The highly trained professionals at CYP then look into the matter to find out what has happened and what needs to happen to improve the safety and wellbeing of the child. This involves the parents and school working with CYP.

All schools have a Designated Safeguarding Lead (DSL), responsible for Safeguarding. The DSL at Glade is Mr A Smith, the Headteacher. The Alternate DSLs are Mrs C Vincent and Mrs E Close. The Chair of Governors is Mrs Pamela Pickard and the named safeguarding governor is Mrs Jenny Cox, who can be contacted via the school office.

You can download our information guide for parents from:

<http://www.glade.suffolk.sch.uk/assets/Parent-Guides/Parents-Guide-Safeguarding-2015.pdf>

Keep in touch

Don't forget that you can keep up to date with school information on Facebook and Twitter:



www.facebook.com/gladeprimaryschool
[@glade_school](https://twitter.com/glade_school)

Advance Diary Dates

Monday 22nd February 2016	Term begins
Wednesday 24th February 2016	Whole school cross country
Tuesday 1st March 2016	Meet the governors—drop in session. 10am—11am.
Tuesday 8th March 2016	Whole school times table tournament
Wednesday 9th March 2016	Y6 Crucial Crew visit
Monday 21st March 2016	Easter Egg-stravaganza (decorated egg competition)
Tuesday 22nd March 2016	Parents' Evening (3.30pm - 5.30pm)
Wednesday 23rd March 2016	Parents' Evening (3.30pm - 7.00pm)
Thursday 24th March 2016	Last day of Spring term

