



West Lothian
Council

TORPHICHEN PRIMARY SCHOOL

INFORMATION FOR PARENTS

2005/2006

Contents

Application For Admission To Primary Schools	1
1 Structure of School Provision	1
2 Application for Admission.....	1
3 Timescale	1
4 Useful Telephone Numbers.....	1
About our school	2
School Personnel	3
School Hours	3
Classes 2005/2006	3
Directorate	3
Curriculum And Assessment	4
Language	4
Mathematics	4
Environmental Studies	5
Expressive Arts	5
Religious and Moral Education.....	5
Religious Observance	5
Methods Used	6
Learning Support.....	6
ASSESSMENT: Records and Reports.....	6
Reporting to Parents.....	9
Personal Learning Plans.....	10
Homework Policy	10
Transfer From Primary To Secondary	10
Other Activities	11
Parental Agreement Form for Educational Excursions.....	11
School Uniform	11
Assistance with Provision of Clothing and Footwear.....	11
Standards Of Behaviour And Attendance	11
Attendance	12
Transport:	12
Meals, Milk And School Fund	12
School Medical Care	13
Emergency Contact	13
School Boards	13
Parents Association	14
Library	14
Savings	14
Health And Safety	15
Fire Drills	15
Playground Supervisors	15
Occasional And Emergency Arrangements	15
Medication	15
School Houses	15
Contacting School	16
How To Make A Complaint - Procedure	16
A Local Answer	16
Further Action	16
Session Dates For 2005/2006	17

APPLICATION FOR ADMISSION TO PRIMARY SCHOOLS

1 Structure of School Provision

West Lothian is divided into denominational (Roman Catholic) and non-denominational primary school catchment areas. Each home address therefore has two catchment primary schools.

There can be no guarantee of placement although every effort is made to ensure that there are sufficient places available for children living within a catchment area to attend the catchment school. Where the number of applications exceeds the number of places available, it would be necessary to apply the “Placing in Schools - Guidelines” and refer **all** applications to the Special Sub-Committee on Pupil/Student Support.

2 Application for Admission

Applications for admission to all West Lothian Council primary schools at all stages (P1-P7) are made by completion of the “West Lothian Council Primary School Application for Admission to Primary School Form”.

Application forms can be collected from the school and completed with assistance from school staff or by reference to guidance notes.

Forms are also available from: **Pupil Placement Section**
Education Services
Lindsay House
South Bridge Street
Bathgate EH48 1TS

Telephone 01506 776002

3 Timescale

Admission of children to primary schools for the August intake commences in November/December. Advertisements will appear in the national and local press sometime in November.

The return date for admission forms is mid-December or earlier and the closing date is 31 December.

4 Useful Telephone Numbers

Free School Meals/Clothing Grants	776001	Transport Policy	775288
Special Needs Policies & Provision	776114	Health & Safety	777153
Customer Care	776005	Torphichen Primary	652246
Outdoor Education Policy	775397		
Emergency Closure Policy	777352		

TORPHICHEN PRIMARY SCHOOL
THE LOAN, TORPHICHEN, BATHGATE, WEST LOTHIAN EH48 4NF.

TELEPHONE 01506 652246

FAX 01506 639827

ABOUT OUR SCHOOL

This handbook has been prepared to provide you with general information about the school, its facilities, its aims, its curriculum and methods.

Torphichen Primary School is co-educational, non-denominational and takes pupils from Primary 1 to Primary 7 (that is from 4½ - 5½ years when they start until 11½ - 12½ years when they transfer to secondary school).

It is a small traditionally built rural school set in the centre of the village and surrounded by play areas of grass and tarmac. Our accommodation comprises three classrooms, a hall, offices for the head teacher and secretary, and a small staff room. The dining-hall, where the children are served school meals or eat their packed lunches, is in a separate building in the playground.

Torphichen Community Centre, situated adjacent to the school, is used for physical education.

The aims of primary school education include the creation within the school of a caring and secure environment in which every child feels happy, confident and valued as an individual.

We aim to the best of our ability to

- offer a curriculum which in its breadth and depth provides the best learning opportunities for the individual child;
- encourage and help children to improve their attainment levels;
- provide a consistently secure, caring and happy environment for the children;
- encourage parents and school to support each other for the benefit of the children;
- improve the skills and professionalism of all members of staff through a structured programme of staff development;
- to promote caring and respect for others and the environment and help each child develop as a person.

SCHOOL PERSONNEL

Head Teacher	Mr L Paul
Principal Teacher	Mrs G Wylie
Class Teacher	Mrs E Williams
Class Teacher	Mrs J Eccles
Special Needs	Mrs D Sneddon
Art Specialist	Mrs M Snaddon
Music Specialist	Mrs M Wood
Instrument Tuition	Mrs L Brown
PE Specialist	Mrs L Stevenson
Secretary	Mrs J Stanners
Auxiliary	Mrs A Rarity
Classroom Assistants	Mrs M Shiels Mrs F Robertson
Kitchen	Mrs E Cherry
Lunch time Supervisors	Mrs R Robertson Mrs M Buchanan
Caretaker	Mrs B Nimmo

SCHOOL HOURS

Primaries 1 - 2

9.00 am to 12.30 pm.

1.10 pm to 2.20 pm Mondays and Thursdays*

1.10 pm to 3.20 pm Tuesdays and Wednesdays*

9.00 am to 12.35 pm Fridays

Primaries 3 - 7

9.00 am to 12.30 pm.

1.10 pm to 3.20 pm.

9.00 am to 12.35 pm Fridays

* These days may be changed at the beginning of a new session.

CLASSES 2005/2006

Infant	Mrs Eccles
Junior	Mrs Williams
Senior	Mrs Wylie/Mr Paul

DIRECTORATE

Director of Education & Cultural Services:

Mrs Kate Reid
West Lothian House
Almondvale Boulevard
Livingston
Tel: 01506 777415

Head of Education (Development) & Cultural Services

Ms Moira Niven
Tel : 01506 776016

Lindsay House
South Bridge Street
Bathgate
EH48 1TS

Head of Education (Quality Assurance) & Specialist Services

Mr Gordon Ford
Tel: 01506 776106

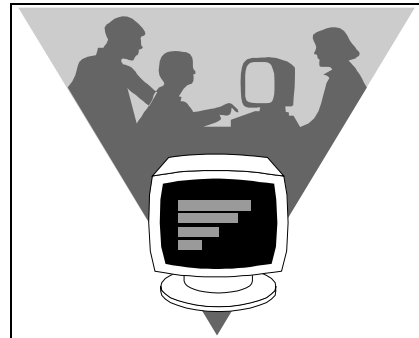
CURRICULUM AND ASSESSMENT

The Primary School curriculum is built around the national 5-14 guidelines and includes Language, Mathematics, Environmental Studies, the Expressive Arts, Religious and Moral Education.

Language

The development of each child's language is pursued through an integrated programme of language work involving listening, talking, writing and reading. Early reading material is based on the child's own natural language, progressing, thereafter, through a graded reading programme. To this is linked the child's writing combined with talking and listening. Later on the child pursues the skill of reading through appropriate fiction and non-fiction material. The child also learns skills of comprehension and reference to help in the understanding of what is read and to assist in looking for information. Alongside this will develop the necessary knowledge and skills of spelling, punctuation, language structure, handwriting, each at a level appropriate to the child's needs. Writing forms an important part of this development and the child follows a programme which starts with simple stories and progresses on to different forms of writing activities.

From an early age the child will use the computer as a word processor. Much emphasis will be laid on speaking and discussion. Activities such as Drama will play a large part in this programme. Modern languages are now taught in West Lothian Schools. We teach French and German to P6 and P7 pupils in alternate years. This year (Aug 2005 – June 2006) P6 will begin learning German, while P7 will learn French.



This alternate years arrangement is necessary due to the organisation of the teaching of modern languages in Bathgate Academy.

Mathematics

The development of each child's mathematical education takes place through a programme based upon problem solving and enquiry; information handling; number, money and measurement; shape, position and movement. The context for learning is created in various ways; through published resources; using other areas of the curriculum; using real life and everyday problems.

The problems and enquiries in which they engage will entail working with various kinds of information including computer software.

Environmental Studies

The development of the child's awareness of the environment includes social, physical and cultural conditions which influence, or have influenced, the lives of the individual and the community. The components of this area of the curriculum are Science, Social Subjects, Technology, Health Education and Communications. The use of ICT and the internet is now regarded as a core curricular tool and activity. "Responsible Use" policy is in place and is communicated to children and parents.

Expressive Arts

The child is encouraged to develop creativity, imagination and personal response through the four subjects of Art and Design, Drama, Music and Physical Education.

Religious and Moral Education

The development of the child as a whole person is the basis of this area of the curriculum.

Religious Education aims to:

develop a knowledge and understanding of Christianity and other world religions and to recognise religion as an important expression of human experience;

appreciate moral values such as honesty, liberty, justice, fairness and concern for others;

investigate and understand the questions and answers that religions can offer about the nature and meaning of life;

develop their own beliefs, attitudes, moral values and practices through a process of personal search, discovery and critical evaluation.

The Religious Education programme is delivered under the headings of Christianity, World Religions and Personal Search.

Religious Observance

The school provides opportunities for religious observance by celebrating important festivals throughout the year, eg. Christmas, Easter, and by holding weekly school assemblies.

These assemblies help to bind the school community together and give everyone a chance to share experiences, successes, beliefs and values. They are not exclusively acts of worship.

Assemblies may be conducted by the headteacher, the school chaplain, visiting speakers, eg. police, charity representatives, or by one of the classes in school. Parents and friends are invited to join us for these class assemblies.

Methods Used

Learning in the school is based on a range of strategies, including investigating, problem-solving and discussion in addition to direct teaching methods. Each child will be assessed to determine his or her levels of work. Group and individual methods will form the basis of the teaching in order that the curriculum can be tailored as far as possible to fit the needs of each child.

Learning Support

Learning support is provided by a trained Learning Support teacher who visits the school for one morning per week. Children may receive support in a variety of ways depending on their educational needs.

ASSESSMENT: Records and Reports

Assessment is the means of obtaining information that allows the teacher, pupil and parent to make a professional judgement about the pupil's progress. The teachers continually assess the pupils and use the evidence from the National Assessments in Reading, Writing and Mathematics, to ensure that their assessments are consistent with the 5 - 14 Guidelines. The progress of each pupil is monitored by the five levels of progression.

Level A - should be attainable in the course of P1 - 3 by almost all pupils.

Level B - should be attainable by some pupils in P3 or even earlier, but certainly by most in P4.

Level C - should be attainable in the course of P4 - 6 by most pupils.

Level D - should be attainable by some pupils in P5 - 6 or even earlier, but certainly by most in P7.

Level E - should be attainable by some pupils in P7, but certainly by most in S2.

Target setting is one aspect of the Scottish Office's commitment to raising standards. Targets for 5-14 Attainment are agreed by schools and Education Authorities. Present attainment statistics are detailed on the next page. Similar figures for attendance are also shown, as are the budgeted running costs for schools.

School: Torphichen Primary School	Id No.: 400 - 5508126
--	------------------------------

Budgeted Running Costs For Financial Year 2004-05

School Roll at September 2003	69
Total School Running Costs at April 2004 (£)	226,316
Cost per Pupil (£)	3,280

Attendance And Absence For School Year 2003/04

	Stage							
	P1	P2	P3	P4	P5	P6	P7	P1-7
Total Number of Possible Attendances(Pupil Half Days)	4,774	4,092	2,255	3,064	3,069	2,967	3,069	23,290
Percentage Authorised Absences	1.8	3.0	1.6	4.9	4.4	5.6	3.1	3.4
Percentage Unauthorised Absences	0.0	0.0	0.4	0.0	0.0	0.0	0.2	0.1

5-14 Attainment

	Previous level of performance (June 2003) % P3, P4, P6 and P7 roll attaining or exceeding minimum 5-14 levels for their stage	Present level of performance (June 2004) % P3, P4, P6 and P7 roll attaining or exceeding minimum 5-14 levels for their stage
Reading	89.2	96.9
Writing	73.0	65.6
Mathematics	91.9	90.6

Minimising Overall Absence

	Absence recorded (2002/2003) Average number of half days absence per pupil	Absence recorded (2003/2004) Average number of half days absence per pupil
Absence	11.6	11.8

Budgeted Running Costs For Financial Year 2004-05

School Roll at September 2003	14,898
Total School Running Costs at April 2004 (£)	42,788,280
Cost per Pupil (£)	2,872

Attendance And Absence For School Year 2003/04

	Stage							
	P1	P2	P3	P4	P5	P6	P7	P1-7
Total Number of Possible Attendances(Pupil Half Days)	710,740	704,396	737,538	742,575	719,677	735,372	726,139	5,076,437
Percentage Authorised Absences	4.4	4.3	4.0	4.0	4.0	4.1	4.2	4.1
Percentage Unauthorised Absences	0.5	0.5	0.5	0.5	0.5	0.5	0.6	0.5

5-14 Attainment

	Previous level of performance (June 2003) % P3, P4, P6 and P7 roll attaining or exceeding minimum 5-14 levels for their stage	Present level of performance (June 2004) % P3, P4, P6 and P7 roll attaining or exceeding minimum 5-14 levels for their stage
Reading	82.1	82.5
Writing	74.6	75.9
Mathematics	79.5	83.9

Minimising Overall Absence

	Absence recorded (2002/2003) Average number of half days absence per pupil	Absence recorded (2003/2004) Average number of half days absence per pupil
Absence	18.7	17.7

National Data

Budgeted Running Costs For Financial Year 2004-05

School Roll at September 2003	406,044
Total School Running Costs at April 2004 (£)	1,163,909,278
Cost per Pupil (£)	2,866

Attendance And Absence For School Year 2003/04

	Stage							
	P1	P2	P3	P4	P5	P6	P7	P1-7
Total Number of Possible Attendances(Pupil Half Days)	20,374,990	21,119,901	21,205,662	21,587,560	21,957,184	22,413,197	22,838,611	151,497,105
Percentage Authorised Absences	4.5	4.2	3.9	3.8	3.8	3.9	4.1	4.0
Percentage Unauthorised Absences	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7

5-14 Attainment

	Previous level of performance (June 2003) % P3, P4, P6 and P7 roll attaining or exceeding minimum 5-14 levels for their stage	Present level of performance (June 2004) % P3, P4, P6 and P7 roll attaining or exceeding minimum 5-14 levels for their stage
Reading	81.4	81.4
Writing	73.6	73.6
Mathematics	80.1	81.8

Minimising Overall Absence

	Absence recorded (2002/2003) Average number of half days absence per pupil	Absence recorded (2003/2004) Average number of half days absence per pupil
Absence	19.4	18.0

Reporting to Parents

Parents will be invited to the school twice per year to discuss their child's progress with the class teacher. The Pupil's Report Form is sent home towards the end of each session. A duplicate copy of each annual report is filed in the pupil's progress folder. This folder is passed on to the Secondary School when the child transfers to secondary education or if the child transfers to another primary school.

Personal Learning Plans

All children in the school have a Personal Learning Plan. These form a basis for three way communication between pupil, parent and school in relation to a child's progress, and include various target setting activities and self assessment opportunities. In addition to this, however, if at any time you, as a parent wish to consult with the class teacher or the head teacher, please arrange an appointment. Do not sit at home worrying or wondering, come in and speak to us.

HOMEWORK POLICY

Homework is regarded as an important part of the children's learning development. It helps to raise achievements and produces positive attitudes to work and study. It also helps to establish a link between home and school. Parental co-operation and interest is essential; homework should be seen as being important, a time and place should be given for it and it should be done with care and concentration (it is left to the good sense of the parent to excuse the child on those occasions when family circumstances make it difficult to be done). Parents are asked to sign to acknowledge the completion of the homework task. There will be a meeting at the beginning of the school year for parents of new P1s to discuss reading at home and other curricular issues.

TRANSFER FROM PRIMARY TO SECONDARY

Each secondary school catchment area is made up of a number of associated primary school catchment areas. **Torphichen Primary School** is associated with **Bathgate Academy**, therefore the children would normally transfer to Bathgate Academy.

In November/December parents of P7 pupils will receive a letter from the Pupil Placement Section at Lindsay House indicating the secondary schools for their home address. The letter asks parents to confirm their transfer intentions. The letter also advises parents of their right to make a placing request and how to do this.

Information on placing requests is available from Pupil Placement Section in Lindsay House.

The deadline for applications to an alternative secondary school is 31 December.

Enrolment will be confirmed as soon as possible before 30 April by letter from Lindsay House.

Close co-operation takes place between the staff of Bathgate Academy and the associate primary schools in both the curriculum and the methods of teaching.

The P7 pupils visit the secondary school in the last term where they spend two days as pupils, familiarising themselves with the school.

Bathgate Academy is now an 'Integrated Community School'. This status will offer even further opportunities for integration and liaison between the Academy, its feeder primaries and other agencies involved in the education and welfare of children.

OTHER ACTIVITIES

Besides working in school, the pupils can expect to go on visits to extend their knowledge. These can range from a half-day visit to a local place of interest to a day visit further afield. The children get the opportunity to participate in sports and outdoor activities and senior pupils attend school camp.

Parental Agreement Form for Educational Excursions

An Educational Excursion Agreement Form is sent home before pupils go on an outing. This has to be completed and returned to the school before a pupil can take part in the outing.

SCHOOL UNIFORM

The children are expected to attend the school dressed in suitable attire for the requirements of the school's programme of activities. The school colours are navy and white, and every child is asked to attend school wearing these colours. The school tie can be obtained from the school. The school T-shirts, sweatshirts and other uniform items can be ordered from the Parents Association.

Assistance with Provision of Clothing and Footwear

West Lothian Council operates a scheme of provision to ensure that a pupil is sufficiently and suitably clad to take full advantage of the education provided. Families in receipt of Working Families Tax Credit can apply for this grant. Parents who wish to apply for the grant should complete an application form which is available from the school or the Education Services, Lindsay House, South Bridge Street, Bathgate.

STANDARDS OF BEHAVIOUR AND ATTENDANCE

The school has a positive behaviour policy. The children are expected to keep the general school rules and their own classroom rules, which they have helped to devise. These are displayed in each classroom.

They are expected to maintain a good working atmosphere and show a positive regard for themselves and others.

The School also has a separate 'Anti Bullying Policy'.

At the moment, the school is using the 'Golden Time' method of promoting positive behaviour.

Golden Time is a 30 minute period each Friday. If a child breaks the rules, he/she can lose some

of this time. In cases of serious misbehaviour, parents may be informed and ultimately, the child could be excluded from the school. Parents are kept informed of the child's behaviour and are asked to co-operate in encouraging positive behaviour.

Several reward schemes operate in the course of the year to promote and recognise positive behaviour.

ATTENDANCE

Parents are responsible for ensuring that their child attends school regularly. In cases of unsatisfactory attendance, the head teacher will ask an Education Welfare Officer to visit the home and discuss the problem with the parents. If such unsatisfactory attendance persists, the head teacher, following discussions with the Education Welfare Officer and other agencies, will decide whether the case should be referred to the local Area Attendance Advisory Group. This group has been formed to make recommendations to the Director on the statutory responsibilities of the authority with regard to defaulting parents.

It is most important that the pupils are punctual and are ready to start their work on time. If, through illness or other causes, a child is unable to attend school, please inform the school of the reason for the absence by telephone or letter when the child returns to school. Otherwise we have to record the absence as unauthorised. Following West Lothian Education Services guidelines, any requests for leave of absence should be made to the school. Up to 10 days will be granted as 'authorised' with any further days being regarded as 'unauthorised'.

However it should be noted that wherever possible, parents are asked to take their holidays outwith term times. We do ask for your co-operation in all aspects of behaviour and attendance.

TRANSPORT:

Policy of West Lothian Council

The Council will pay the expenses for any child attending their catchment school which is more than 1.5 miles from the home. Parents who choose to send their child to a school other than the catchment school will not receive assistance. Some exceptions to these rules may be granted by the Education Committee. Further details are available from School Transport, South Bridge Street, Bathgate.

MEALS, MILK AND SCHOOL FUND

Meals are provided in the school at a cost of £1.35 per day. Facilities for eating packed lunches are provided in the school hall.

Free school meals and milk are granted to families who receive Income Support. Further information and an application form can be obtained from the school or from Education Services, South Bridge Street, Bathgate.

Milk is provided at a cost of 10p a day. This low price is maintained due to the milk subsidy received from the European Community. This has to be ordered on a termly basis and can only be cancelled at the end of a term. We ask that milk is paid termly.

Every child is requested to give 20p each week towards School Fund, which is collected termly. This helps to fund outings and to buy extra equipment needed by the school. Money for meals is collected on a Monday morning and the facility of paying for a term at a time is also available.

SCHOOL MEDICAL CARE

Throughout your child's years at primary and secondary school, a team of specialist Health Service and Education Department staff will be seeing him/her from time to time. Different services are provided, e.g. testing vision and speech. Hearing tests are no longer routinely done. If you think your child has a hearing problem, then you should consult your G.P. who would then refer your child to the Audiometric Department.

The school nurse carries out regular inspections of groups of children, gives advice on health and hygiene, tests eyesight and works with the school doctor who visits the school regularly.

With your consent, the school doctor also carries out immunisations against:

Age 4 - 5 diphtheria, tetanus, polio and MMR (Measles, Mumps, Rubella) also Mencc if these have not been given before starting school.

The speech therapist can provide assessment and if necessary, treatment if required.

Any enquiries concerning the provision of dental services should be made to the Director of the Community Dental Service, Lothian Trust, 16 Duncan Street, Edinburgh 0131 667 7114.

13

EMERGENCY CONTACT

Parents should leave an emergency contact with the school in case an accident occurs. If a child becomes ill, you will be contacted to take the child home. If a serious accident takes place then you would be contacted and the child taken to St. John's Hospital.

SCHOOL BOARDS

The School Boards (Scotland) Act 1988, gives each primary, secondary and special school the right to elect its own School Board. The membership of School Boards comprises parents (who will form a majority), school staff members and co-opted members (chosen to represent the community). West Lothian councillors, representatives of the authority and head teachers have a right to attend Board meetings but cannot be actual members of a Board.

School Boards have a variety of duties and functions including communication with parents, fund raising, taking part in the appointment of senior staff of a school and arranging the use of school premises outwith normal school hours. Boards can ask the authority to give them certain

13

additional responsibilities. A leaflet detailing the functions, membership of and regulations governing School Boards is available from the School Board Unit in the Education Office.

Present members of the Board are:

Chairperson:	Duncan Perry	Clerk:	Janette Stanners
Parent Members:	Nicola Duenas, Sarah MacRae, David Wolfe		
Co-opted Member:	Alistair Small, Mark Fallon, John Kirk		
Staff member:	Gillian Wylie		

PARENTS ASSOCIATION

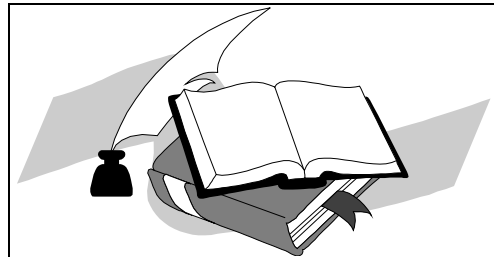
With the enrolment of your child in Torphichen Primary, you automatically join the Parents Association. The aim of the Association is to improve the well-being of the pupils and school. It plans various social and fund-raising activities for the benefit of the resources of the school.

Present members of the committee are:

Chairperson	Dawn Spalding
Secretary	Karen Thomson
Treasurer	Heather Brown
Committee	Ros Beck , Rachel Cunningham, Donald Gunn, Fiona Kenny, Jennifer Nisbet, Sarah MacRae, Morag Wolfe,
Staff Members	Lewis Paul, Edith Williams

LIBRARY

A school lending library is run on a weekly basis for pupils P3 – P7.



SAVINGS

The School operates a 'National Savings School Savings Bank' where money is collected weekly and then either transferred to the child's Post Office Savings Account or paid out in cash once a year, at the end of the Summer term.

HEALTH AND SAFETY

Within the general policy laid down by West Lothian Council, the Education Department has prepared a series of statements of safety policy for all areas of its responsibility in accordance with the Health and Safety at Work Act 1974.

School staffs are fully instructed in their responsibilities in this respect, and safety regulations apply to all aspects of school life both on and off the premises. It is expected that pupils will behave responsibly and comply with all safety requirements. The support of parents in promoting good practice in health and safety matters is also important.

FIRE DRILLS

Fire drills are held regularly and checks on the fire alarm system and fire extinguishers are carried out regularly by external agencies. Records of all these safety procedures are kept in the school.

PLAYGROUND SUPERVISORS

The pupils are supervised at each break time. This means we are taking reasonable steps to prevent any pupils suffering injury and ensuring that accidents or difficulties can be reported to a responsible adult and appropriate action taken.

OCCASIONAL AND EMERGENCY ARRANGEMENTS

Parents are responsible for providing the school with any changes in address or emergency contacts. If the school requires to be closed due to an emergency, then parents or emergency contacts will be notified by telephone to ensure the safe keeping of the children.

MEDICATION

Should your child require to be given prescribed medication during the school day, parents must complete a permission form available for the school office. Children should not be responsible for bringing their medication to school, it should be handed in by an adult.

SCHOOL HOUSES

There are three School Houses, Cairnpapple, Cockleroy and Knock. The pupils can gain points for their House through their work, presentation of work, sports, school and class competitions, attitude and behaviour. Each month the House Cup is awarded to the House which has gained

most points. Children also receive individual certificates for gaining most house points on a monthly basis.

CONTACTING SCHOOL

It is very important that a close liaison is kept between staff and parents concerning the pupil's health, education and behaviour. However, it is requested that if parents wish to speak to a member of staff, they arrange to do so by making an appointment at a time when the member of staff is not involved with a class or other school business.

HOW TO MAKE A COMPLAINT - PROCEDURE

A Local Answer

Many complaints are resolved locally. If you wish to raise a concern with the Education Service, the first person to approach will normally be the Head Teacher of your school or the community education worker at your local area office or Community Education Centre, or the office staff dealing with matters such as free meals, transport or bursaries at Lindsay House. He/she will try to resolve the difficulty or provide an explanation to you within ten working days.

Further Action

If you remain dissatisfied, you can make a complaint to the Education Service. The Advice and Conciliation Service provides a Helpline during office hours to advise you on how to take further action. Helpline number 01506 776005.

You may be asked to put your complaint in writing addressed to:

Support Services Manager
Customer Care
Lindsay House
South Bridge Street
Bathgate EH48 1TS.

A written acknowledgement will be sent promptly when your complaint has been received in writing. Following the investigation of your complaint, a full reply will be sent as quickly as possible. This will tell you the outcome of your complaint. The reply will explain the conclusion, the reasons for it, any action taken or proposed, and any further action you may take if you remain dissatisfied.

The information in this booklet is accurate at this time but is subject to changes in roll, staffing and resources in future years.

SESSION DATES FOR 2005/2006

Term 1	Staff resume	Monday	15 August 2005
	Pupils resume	Tuesday	16 August 2005
Autumn holiday		Monday	19 September 2005
	Staff resume	Tuesday	20 September 2005
	Pupils resume	Wednesday	21 September 2005
Mid-term	All break	Friday	14 October 2005
	Staff resume	Monday	24 October 2005
	Pupils resume	Tuesday	25 October 2005
Term ends		Friday	23 December 2005
Term 2	All resume	Monday	9 January 2006
Mid-term	Pupils break	Thursday	9 February 2006
	Staff break	Friday	10 February 2006
	All resume	Wednesday	15 February 2006
Term ends		Friday	7 April 2006
Term 3	All resume	Monday	24 April 2006
	May Holiday	Monday	1 May 2006
	Staff resume	Tuesday	2 May 2006
	Pupils resume	Wednesday	3 May 2006
	Newlands Day	Monday	5 June 2006
Term ends		Friday	23 June 2006