



PARENT/CARER'S HANDBOOK

2023 – 2024

WELCOME FROM THE HEADTEACHER

We take great pleasure in welcoming you and your child to Bridge Learning Campus (BLC). We are very proud of our school community, the ethos of which supports all pupils to grow in confidence, to aim high and to achieve their full potential, both academically and personally. We know that with your support this will be a very successful year for your child.

We believe that confidence is the key to future success. This is why everything we do at BLC is designed to help our pupils to become confident individuals who always represent our values. Our curriculum supports this ambition and, with the high expectations we have of our pupils (and of ourselves too), I am very excited at the prospect of what your child will experience and achieve as part of our community.

Our school website www.bridgelearningcampus.org.uk has all of the most up to date information. This handbook is designed to give you some of the essential information you need as well as some more detail about how we will help your child to learn, grow and flourish with us.

We look forward to meeting you and working in partnership with you during your child's learning journey at Bridge Learning Campus.

Please do not hesitate to contact the school with any questions.



MR R MAULE
Headmaster

OUR VALUES (BRIDGE)



B. BUILD



R. RESPECT



I. INSPIRE



D. DARE



G. GRAFT



E. EMPOWER

Our school family is a community that educates and empowers. Building confidence from the first steps to the next steps.



CONTACT INFORMATION

ADDRESS:

Bridge Learning Campus William
Jessop way Hartcliffe,
Bristol, BS13 0RL

Special Educational Needs Team

SEN@blc.school

Wellbeing concerns

wellbeing@blc.school

MAIN TELEPHONE CONTACTS:

Primary 0117 9030356
Secondary 0117 3534472

Admissions

join@blc.school

GENERAL EMAIL:

enquiries@blc.school Other School

SOCIAL MEDIA:

Twitter

@Bristol_BLC

Instagram

@bridgelearningcampus

Facebook

Bridge Learning Campus

CONTACTS:

Attendance Team

attendance@blc.school





ARBOR

We use Arbor as our school MIS & communication system. We ask parents/carers to sign up to the Arbor Parent Portal where you can view e-mails, SMS and In-App messages and be kept up to date about your child's life at school. The Parent Portal works on Google Chrome

(computer or laptop) and you can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards). Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before. For help with logging in please contact the school office. www.arbor-education.com





TIMINGS OF THE SCHOOL DAY

START:

- Nursery to Year 6 – 8:30 am
- Year 7 to Year 11 – 8:35 am

END:

Nursery to Year 11 – 3:00 pm

TERM DATES 2023/24

TERM 1:

Tuesday 5th September 2023 - Friday 20th October 2023

TERM 2:

Tuesday 31st October 2023 - Friday 15th December 2023

TERM 3:

Wednesday 3rd January 2024 - Friday 9th February 2024

TERM 4:

Monday 19th February 2024 - Thursday 28th March 2024

TERM 5:

Tuesday 16th April 2024 - Friday 24th May 2024

TERM 6:

Monday 3rd June 2024 - Friday 19th July 2024

INSET DAYS

- Friday 1st September 2023
- Monday 4th September 2023
- Monday 30th October 2023
- Tuesday 2nd January 2023
- Monday 15th April 2024
- Friday 28th June 2024
- Monday 22nd July 2024
- Tuesday 23rd July 2024



CULTURE & ETHOS

OVERVIEW

We like to reward good behaviour and encourage others to follow a positive example. There are termly rewards and pupils with the best attendance and behaviour participate in special events within their Pastoral team. Praise is the most important strategy and we aim to recognise pupils who are performing well and those that contribute to our school community.

We expect all members of our school community, including all staff and pupils, to uphold our BRIDGE values in everything we do. (See page 3)

Pupils are rewarded for consistently demonstrating these values and for making positive contributions to our school community. This might include rewards for:

- Excellent effort in class or in homework Representing the school in a competition.
- Excellent, or significantly improved attendance/punctuality Helping others.
- Acting as a positive role model.
- Outstanding achievement.
- Work in the community.

Our Anti-Bullying Ambassadors have devised an Anti-Bullying Pledge and our whole school community signs up to this.

“We, as members of the Bridge Learning Campus Community, pledge to be kind to each other. We will always endeavour to treat each other with a high level of respect. We will have the compassion not to bully and the courage not to be a bystander. It is our responsibility to help those being bullied and to report bullying.”

As partners in the education and development of your child we ask you to support the school fully. Children must be mindful of others, throughout the school, and be prepared to take responsibility for their own actions. The BLC Behaviour Policy is currently under review but will be shared with all pupils, parents/carers and placed on our school website once this review is complete.

Pupils are expected to follow the BLC pupil code of conduct; this is known as The BRIDGE Way. A full copy of the Behaviour policy for all pupils can be found on the website.



EQUALITY, DIVERSITY & INCLUSION

At BLC there has been a clear focus on equality, diversity and inclusion (EDI) here at our school. This is an important issue that we take very seriously, and we have been working diligently to ensure that all of our students feel welcome, included and valued.

Over the course of the past several years, our staff has participated in various training programs and workshops, hosted by external agencies such as Diverse Educators and Representation Matters. These training programs have equipped us with the tools necessary to address issues of EDI in our classrooms and create a positive and inclusive learning environment for all of our students.

We have also developed clear policies and procedures to address any issues that may arise in the context of EDI. Our goal is to promote a culture of respect and understanding, where every member

of our community feels safe and happy. We actively teach about allyship and its importance to us at BLC.

Involving our students is also an important part of our strategy. We have established a Student Council specifically for EDI, whose role is to provide direct input into our EDI strategy and give voice to key issues of concern to our students. All students are encouraged to contribute to this effort, and we aim to provide them with opportunities to celebrate diversity and engage in meaningful dialogue about EDI.

We are committed to providing our staff and students with the necessary resources and training to promote EDI in our school. We believe that it is our collective responsibility to foster a culture of respect and understanding that values diversity and supports inclusivity.





REWARDS AND SANCTIONS

PRIMARY

Our Primary pupils use Class Dojo to record and promote good behaviour. Class teachers will reward students with the highest Dojo points each week and weekly and termly prizes are given to pupils with the best behaviour for learning and attendance.

Our behaviour system ensures that disruption to learning is minimised. Age appropriate warnings and sanctions will be given for pupils who are not following expectations.

SECONDARY

Our Secondary pupils are given reward points relating to the BRIDGE Way. The prestigious Bronze, Silver and Gold awards and badges are given for those students achieving the highest number of rewards. We look forward to seeing pupils wearing their badges with pride!

The Bridge Way is the Behaviour System used across the whole school campus. In Secondary, Students are given up to two warnings when they are failing to meet expectations, if they receive a third warning they are sent to the Intervention room for two hours plus a break, where they will be expected to complete their allocated learning.

If a student is sent to the Intervention

room after lunch they will be expected to complete their time in the Intervention room until 3.30pm, (Parents/carers will be informed of this beforehand via parent mail/text/email). Classcharts is a behaviour monitoring tool which staff use to log Behaviour and Achievement points for students.

Parents/carers will also be provided a log-in for this app which can be downloaded onto mobile devices, to track behaviour and achievement live. If a student is unsuccessful in the Intervention room, they may be moved to the Target room where they will be expected to stay all day, whilst also completing their allocated learning.

At BLC we will not allow the learning of others to be affected by individual students.





PARENTS & CARERS – WHO TO TALK TO

If you need to speak to someone about a learning related issue, these are the best routes to follow – and if it needs to go further we will pass it on.

If your child is in Primary (Nursery to Year 6) for any child protection or very sensitive concerns, speak to one of the Primary Pastoral Team leads Mrs Tarling (maternity cover) (Year N - Year 6) or Miss Hackling (Designated Safeguarding Lead)

PROBLEMS WITH LEARNING & LESSONS:

- Your first point of contact is your child's class teacher.
- If that doesn't help, please contact Mrs Cheshire (Associate Deputy Headteacher).

PROBLEMS WITH FRIENDSHIPS OR HEALTH:

- Your first point of contact is your child's class teacher.
- If that doesn't help, speak to your child's pastoral lead Mrs Tarling (maternity cover) (Nursery to Year 6) or Miss Davis (Assistant Pastoral Lead Nursery - Year 6).

AND IF THAT DOESN'T HELP, SPEAK TO ONE OF OUR PRIMARY BASED LEADERSHIP TEAM;

- Mrs Carter
- Mrs Cheshire

- Mrs Broad
- Ms Brown

If your child is in Secondary (Year 7-11) for any child protection or very sensitive concerns, speak to your child's Pastoral Lead:

- Ms Holbeche (Year 7)
- Mr Young (Year 8)
- Ms Wood (Year 9)
- Miss Lee (Year 10)
- Mr Trudgen (Year 11)
- Miss Hackling (Designated Safeguarding Lead)
- Ms Johnson (Deputy Designated Safeguarding Lead)

TO DISCUSS LEARNING & LESSONS:

- Your first point of contact is your child's class teacher.
- If that doesn't help, speak to the Head of Department or, if the concerns are about a number of subjects, your child's Pastoral Lead.
- Mr Pitt (Deputy Headteacher) is available to help with persistent issues.



TO DISCUSS FRIENDSHIPS OR HEALTH ISSUES:

- Your first point of contact is your child's tutor.
- If that doesn't help, speak to the Pastoral Team.

- And if further support is needed, speak to one of our Assistant Headteachers Mrs Hazel, Miss Joslin, Miss Hackling or Mr Jackson.

ARBOR PAY

We've chosen Arbor to help us manage our school using Arbor's free Parent Portal and Arbor App.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Arbor App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way, you can log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop), and you can download the Arbor App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

HOW TO GET STARTED:

Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before...

- Click the link in your welcome email to set up your password.

- Go to the App or Google Play Store on your phone and search 'Arbor'.
- Click 'Install' on Android or 'Get' on iPhone then open the App Enter your email, select the school, then enter your password Accept the Terms & Conditions and enter your child's birthday.

NEED HELP USING ARBOR?

Contact the school office if you have questions about Arbor, the App or Parent Portal. Tell us the type and model of your phone, e.g., an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

SOME TIPS TO TRY:

Ensure your username is the email address you use for Arbor. Ask us to check the email address linked to your account.

Reset your password from the login page or ask us to do this. If the login email was sent to you more than 96 hours ago, the



password link will have expired. Ask us to send it again.

Ask the school office to check that your email address has not been used twice - e.g., on another guardian or child's profile.

Enter the birthday of one of your children to log in.

Only relatives who are Primary Guardians of a child can access the Arbor App. Ask us to check you can access Arbor.

PAYMENTS

HOW TO PAY FOR ITEMS?

Once logged into your account, you will be able to find various sections, depending on what you wish to pay for. Accounts will take you to meal account top ups, Trips will take you to any school

trips which may need consent or payment, and School Shop will contain any other items such as locker keys or book bags.

All payments are visible on each account, and you are also able to see a running total of spending for meals.

Payments are made by card only.

OTHER FEATURES:

Arbor also allows you to track your child's attendance, timetable, as well as book time slots for progression evenings when required. Just click on the relevant section for a closer look.

Contact the school office if you have questions about Arbor, the App or Parent Portal.





HOME LEARNING & PARENT COMMUNICATION

Home learning plays an important part in our students journey through the curriculum and we place great emphasis on it's use as a learning tool. We have several ways to support home learning and parent/teacher communication, depending upon the year group or key stage. The online platforms that we use are outlined below, alongside information on the Home Learning Journals and knowledge organisers that we use in Secondary.

PRIMARY (NURSERY TO YEAR 6)

CLASS DOJO:

ClassDojo is an online platform which is used to connect teachers and parents from Nursery to Year 6. Teachers often share messages or work via the Class Story feature. They also award children positive behaviour dojos, which parents are notified about. Parents are invited to join ClassDojo to access messages and learning from teachers. Children also have personal accounts where they too can access learning set by the teacher and upload images and videos to share their home learning to their portfolios. ClassDojo is available by accessing the website <https://www.classdojo.com/> or by downloading an app for Apple or Android

devices. It is a great platform to keep connected with school and class updates.

SECONDARY (YEAR 7 TO YEAR 11)

MICROSOFT:

We use Microsoft 365 for our secondary pupils' school online platform. Pupils will be able to use Office 365 software to access their documents, school email and other learning software such as Hegarty maths, TimesTable Rockstars. Students will be able to view their home learning tasks on Teams, and these should also be written into their knowledge organisers. Not only will their Microsoft accounts help pupils' learning but it will also help them to develop essential employability skills.

CLASSCHARTS:

Classcharts is a Behaviour monitoring system which staff use to log students Behaviour and Achievement points throughout the Academic year. Parents/ carers will also be provided with their child's login details, which they can use to download the app onto their phones and track behaviour and achievement live throughout the day.



HOME LEARNING JOURNALS AND KNOWLEDGE ORGANISERS

A knowledge organiser (KO) sets out the important, useful and powerful knowledge on a topic on a single page. We have adopted their use at BLC to support home learning and revision throughout each key stage. This is because, for pupils to succeed in a particular area, they must have a foundation of factual knowledge. They need to be able to understand those facts in context and organise knowledge in order to help them remember it and

apply it correctly in lessons and exams. Using knowledge organisers as a way to enable this, in a much more systematic way than traditional revision guides and textbooks, will help BLC pupils to learn great study skills and gain a deeper knowledge and understanding of the topics they are studying. In Years 7-11, these knowledge organisers can be found in the home learning journal that each pupil receives at the beginning of the school year. Should pupils lose these journals, they will be asked to pay £10 to replace them.

THE YEAR 7 CHARTER



Alongside the amazing things going on in the classroom we feel it's important that everyone has the opportunity to develop personal and social skills.

We know, now more than ever, that life can be tough and we want to make sure that our pupils are fully equipped to go out into the world ready for anything and always prepared to do their best.

We believe that the best way to learn this is to experience it yourself! Each child will take part in lots of activities across the

year, ranging from Community day, where we work in the local area to help out and give back, through to presentation and oracy drop down days.

These events are great opportunities for pupils to collect evidence that they are meeting our Charter values as seen on page three of this handbook.

We hope our pupils will make the most of the Charter programme and push themselves to achieve their bronze, silver and gold awards across KS3!





ATTENDANCE & PUNCTUALITY

ATTENDANCE:

Attendance and Punctuality is extremely important throughout our whole school campus and we recognise the impact Attendance can have on your child's learning experience. Here at Bridge Learning Campus, we are dedicated to raising standards and pupil attainment. Our Attendance Diamond, shown above is displayed around our school. We discuss attendance each week, celebrate our successes and encourage those who need to improve. Each week we publish Attendance Figures for the 'Highest Attendance' & 'Most Improved Attendance' in our weekly newsletter and we hope with parent/carers support we can work together to achieve our school target of 94%. If you would like further information about our school approach or may have questions regarding your child's attendance, please get in touch with Miss Allen, who is our Attendance Manager, by contacting her on:

- 0117 3534472 - Primary
- 0117 9030356 - Secondary
attendance@blc.school

PUNCTUALITY:

Punctuality to school is crucial. Lateness into school causes disruption to that individual's learning and to that of the other pupils in the class. It is paramount therefore that all pupils arrive to school on time, ready to learn.

PRIMARY:

All children should be outside their classroom door by 8:25am, ready for the doors to open at 8:30am. Classroom doors will close promptly at 8:40am.

Registration will close at 8:50am for Primary & 9:00am for Nursery. All late pupils, who arrive in school after the closing of registration must sign in on our Entry System, entering through our Reception, this will be recorded as Late on our registers for that session. All children who attend school late must be accompanied by a parent/carers (Primary).

SECONDARY:

All pupils should arrive by 8.35am, ready to start first lesson by 8.40am.

Should your child arrive after 9:00am your child will receive a U code, this equates to an unauthorised absence for that session and will affect your child's annual attendance. The attendance team will monitor all pupils' attendance on a weekly basis.

Should your child continue to attend school late, your case may be referred to the Educational Welfare Service, who may take action against you, in the form of a Penalty Notice or Prosecution under section 444(1) of the Education Act 1996 at a cost of £60 per parent, per child, or a summons to court.



ABSENCES

If your child is unable to attend school please telephone on 0117 3534472 (Years 7 – 11) or 0117 9030356 (Years N – 6) and clearly state the reason for absence. If the school does not obtain a valid reason for absence, your child will be marked down as an 'O' on the register, which means your child has been marked as unauthorised.

TRUANCY CALL

This is an automated system that is sent when a pupil has an absent mark for AM registration. Responding to truancy call is free; you can use it to contact the school to give the reason for the absence.

ILLNESS

Parents must inform the school by 8:20am when their child is ill and will not be attending school. Where an absence hasn't been reported, parents will be contacted during the morning requesting a response and reason for absence. Where this is not forthcoming, the absence will be classed as unauthorised.

APPOINTMENTS

Wherever possible, all medical and dental appointments should be made outside of school time. Also, it is expected that every effort is made to minimise the amount of time that the child is absent for the appointment, i.e. not leaving until just before the appointment and returning immediately afterwards.

Where the school is concerned about the child's attendance, they may request confirmation of medical appointments or

medical support of illness or injury. Parents should note that not all illnesses or injuries require a child to be absent from school.

Should attendance drop to a concerning level the Attendance Manager may request supporting medical evidence for those absences relating to illness. Medical evidence can include items such as a GP slip or letter, appointment card or letter, the original prescribed medication or the prescription itself. They may also request a written explanation from your GP for the absence in question.

MONITORING ILLNESS

If you receive a letter to say we are monitoring your child's attendance this is due to a moderate amount of illness. The aim of this letter is for you to check their attendance so that you can monitor the amount of time they are away from school and if this is reasonable for the condition.

NO AUTHORISATION OF ILLNESS

If there is an unusually high level of absence due to illness, we may notify you that we will not routinely authorise any further absence for illness. You can have illness/medical appointments authorised by bringing in appointment cards or medication packaging. If they bring it to reception we will copy it, store it on their file and return the original. Please do not ask doctor's for notes as they are very busy.

ABSENCE LETTERS

If you receive a letter asking where your child was on a certain date it is important you contact us. You can do this via email,



telephone or sending your child in with the slip completed. If we do not receive this information a penalty notice could be issued as the absences will stay as unauthorised.

REQUESTS FOR LEAVE DURING SCHOOL TIME

We strongly discourage holidays being taken in term time as learning is disrupted and the lost time is detrimental to the educational progress of the child. In

Guidance from the DFE states that holidays during school time can no longer be authorised by schools, unless there are exceptional circumstances. Each request will be assessed on an individual basis.

PENALTY NOTICES

A £60 penalty notice can be issued by the local authority if there are between 8—20 half day absences in any 10 week period. This can include unauthorised holidays.

SEND & UNIFORM INFORMATION

Bridge Learning Campus is an inclusive school. The following information outlines what we offer for pupils with Special Educational Needs and Disabilities (SEND).

THE SEND TEAM IS MADE UP OF:

- Mrs Rudd – SENDCO (Secondary)
- Mrs Treneman – SENDCO (Primary)
- Mrs Berry - Deputy SENDCO (Secondary)
- Miss Moysey - Deputy SENDCO (Primary)

HOW DOES BLC KNOW IF PUPILS NEED EXTRA HELP?

Many pupils arrive at BLC with data from a previous school or Early Years setting. In these cases, information about SEND is transferred and appropriate support can be put into place. Class teachers and one of our SENDCOs (Special Educational

Needs/Disability Co-Ordinator) liaise carefully with previous schools and teachers to ensure that appropriate information about a child is shared.

Any pupils who are identified as having speech and language difficulties will have access to screening by our Speech and Language therapists to enable any difficulties to be identified as early as possible. When pupils join the school mid-year, or as part of our Year 7 intake from other Primary schools, one of our SENDCOs will discuss any needs with their former school.

If a concern is raised around a pupil's progress, whether academic or social and emotional, they are assessed by a specialist teacher within school or referred to an outside agency as appropriate.



HOW WILL THE CURRICULUM BE MATCHED TO MY CHILD'S NEEDS?

All teachers are teachers of students with special educational needs. Teachers should deliver the National Curriculum programmes of study in ways that meet the particular requirements of their pupils. The National Curriculum Inclusion Statement emphasises the importance of providing effective learning opportunities for all students and offers three key principles for inclusion:

- Setting suitable learning challenges.
- Responding to pupils' diverse needs.
- Overcoming potential barriers to learning.

We anticipate that the vast majority of pupils' needs can be met within the mainstream classroom environment, especially as pupils are often grouped by ability ('set') for many subjects, allowing more targeted teaching. For pupils with more complex needs, we run a transition class, individual and small group intervention.

HOW IS PROGRESS TOWARDS OUTCOMES MEASURED?

All pupils who are identified as having a Special Educational Need are monitored by a SENDCO. Academic data is entered three times a year by class teachers and this allows the Inclusion Department to check progress towards Age-Related Expectations and predicted grades and offer extra support where needed.

HOW IS THE DECISION MADE ABOUT WHAT TYPE AND HOW MUCH SUPPORT MY CHILD WILL

RECEIVE?

There is a tiered approach to SEN within Bristol. All pupils' needs should first be addressed through high quality teaching within the classroom. Some pupils may receive further support in a small group, or in some cases individually if their targets require this or they are not making progress as expected. All pupils with SEND are monitored, regardless of the amount of support they need with their learning.

If a pupil has an Education, Health & Care Plan (EHCP), a pupil profile will be issued to all staff and outcomes will be monitored three times a year. In addition, an Annual Review meeting is carried out yearly with a SENDCO, parents, the pupil and any relevant professionals working with the pupil.

Pupils without EHCPs may be issued pupil profiles or Pupil Learning Plans where appropriate, to enable targets to be set and monitored.

Outcomes are set by teaching with the SENDCO and shared with parents. This ensures that parents are aware of their child's next steps and can support their child to meet these.

WHO CAN I CONTACT FOR FURTHER INFORMATION?

If your child is in the primary department, Nursery to Year 6, please contact Mrs Treneman. If your child is in the secondary department, Year 7 to Year 11, please contact Mrs Rudd or Miss Williams.

The SEND team can be contacted through school reception who will pass on your query to the appropriate member of staff,



or by emailing SEN@blc.school.

Bridge Learning Campus' offer for pupils with SEND sits within the Bristol Local Offer, which can be found on this link <https://www.bristol.gov.uk/web/bristol-local-offer>

UNIFORM:

For information regarding all uniform, please [click here](#) for our Uniform Code, which can also be found on our website.



SCHOOL LUNCHES

All children buy lunch through our cashless system, see the Arbor Pay information on page four. If your child is entitled to a free school meal and is in Year 3 and above please claim your entitlement by applying through Bristol City Council. Children in Nursery to Year 2 , please see the school office for a Pupil Premium Checker form and return this to us. We will carry out the check for you by liaising with the Local Authority.

In Secondary we use a biometrics system. By taking an image of your child's thumb print we can turn this information into a digital signature. When using the school canteen, your child will simply place their finger on the scanner, which will match their thumb print with the unique digital signature held in the database.

This process helps speed up the queues for our students during break and lunch times.

Please ensure you have completed

the Biometrics consent form. This is your permission for your child's thumb print to be taken in school.

Children may also bring packed lunches but there are a number of items that are banned and will be confiscated immediately. This is to reinforce healthier eating choices at school. These include any fast- food and all fizzy AND any high-sugar drinks.

Should your child suffer with any food allergies, please contact us as soon as you can before their start date.



COMMUNITY & PARENTS/CARER'S ADVISORY GROUP

Listening and working well with school stakeholders is a key part of the school's work and principal among these is the parent community. The participation of parents and then the wider community is an important aspect of school leadership which provides important insights into the school, which can be shared with other interested parties.

Our Community and Parents/Carers' Advisory group is a group that meets three times a year to provide a formal interface between the parent/community body, the school and Trust in Learning. School leaders may wish to use this meeting to consult or share ideas, information and proposals or ask for feedback on different aspects of school/Trust life from the parent/

community perspective. Parents/carers representatives on the Group can use the meetings as an opportunity to raise their own ideas, concerns or proposals. They may wish to ask for information or clarity on school or Trust policy or systems.

The CPAG meetings are chaired by the Headteacher and formally minuted by a clerk. These minutes are sent to the Trustees and are available to the community via our school website.

If you are interested in being part of this group, please contact Mrs Jacqui Frederiks Davies (Clerk) on jfrederiks-davies@blc.school.

COMPLAINTS

We fully appreciate that no matter what we do, there will be times where communication breaks down, someone makes a mistake or you feel let down. We always want to put matters right as soon as we can. It is always worth trying to resolve the problem before making a formal complaint.

However, should this be an avenue you wish to pursue, please email the Headteacher's PA Mrs Alex McAfee at amcafee@blc.school for more information.

