



## Secondary Centre Parent/Carer/Visitors Expectations

We are committed to providing a safe environment and to safeguarding all pupils, staff and visitors on our site.

### The school day:

- Secondary pupils are expected to arrive between **8.40am and 8.50am**.
- Staff members are on duty to supervise pupils through to Breakfast & Activity Clubs.
- If parents/carers/escorts need to speak to a member of staff, leave a message or make an appointment to come into school, they should speak to staff at reception who will help.
- Secondary pupils finish school at **3.00pm** and will exit school through the main entrance.
- Staff supervise the pupils through the exits to where they meet their escorts or parents/carers waiting outside.
- Independent travellers leave the school site to walk or catch public transport home.
- Please keep the entrance area clear so that the pupils can then be escorted through to exit quickly and safely.
- If a discussion is required by a parent/carer at the end of the day, please let reception staff know and take a seat until a staff member is free to talk.

### The entrance:

- Our front entrance and reception are waiting areas, a place to greet each other or a pathway to other areas – as such we try not to speak about the pupils in front of them and we expect everyone to be respectful at all times.
- Safety doors leading from the entrance area are secured automatically and released by staff members.
- All parents/carers and visitors must sign in, wear ID and be accompanied by a member of staff when visiting any part of the school beyond the entrance.
- Mobile phones should not be used anywhere and photographs, videos or recordings **must not** be taken on the school site.

### Transition & settling in:

- A Transition Plan may include a parent/carer visit to their child's class when they first begin at school if agreed it is supportive and effective.
- Other visits by parents/carers to their child's learning area will be by prior agreement and planned accordingly so that there is minimal disruption to pupils' learning.
- If a pupil is ill during the day, or showing extended signs of distress during their transition and settling in period, we will contact parents/carers to discuss the best action to take.

### Concerns or complaints:

- If you have any concerns, please ask to speak to a member of the Headship Team in the first instant.
- Please use the complaints procedures if you feel that your concern has not been effectively answered/dealt with. This can be found on the school website.