Dear Parents and Guardians

A warm welcome back to the start of term. I hope the summer break has been a good one for you and your family. We look forward to hearing all about it from the children and yourselves.

If you have had some sad news or have had any distress over the summer, please do come and talk to a member of staff. We will try to support you.

**SCHOOL DAY**

**Monday to Friday**

Morning Gates will open at 8:25 a.m. and will close at 8.50 a.m.

End of day Gates will open at 3.05 p.m.

**The school day starts at 8.40 a.m.**

Staff will come out into the playground after 8.30 a.m.

Parents are responsible for supervising children until they go in at 8.40 a.m.

Any child coming into school after 8:50 a.m. will be marked late.

**The school day ends at 3.15 p.m.**

Any child not picked up by 3.25 p.m. will be taken to the Community Room.

Parents are to pick up children from the Community Room after 3.25 p.m.

The Community Room is opposite the Upper Phase Building. Please ask in the office if you are not sure.

**PARENT COMPLAINTS**

We value parent feedback and welcome your thoughts, comments, and suggestions.

This however needs to be done in the right way. Having aggressive conversations in the playground in front of the children will not be tolerated. All staff have the right to come to work without feeling intimated by parents and members of the public.

If you would like to raise anything there are several ways to do this:

1. Make an appointment with the class teacher.
2. Make an appointment with a Senior Leader.
3. Make an appointment with the Headteacher

To make an appointment please either pop into the school office or telephone the school office.

**I am also available during the following times as a drop-in service (my new office is in the main entrance):**

**Tuesday- Thursday: 8.15 a.m. to 9.00 a.m.**

**3.00 p.m. to 3:45 p.m.**

**CONTACTING HEADTEACHER**

If you need to contact me urgently, particularly if it is a safeguarding issue, you can email me directly: t.yasmin@greet.createpartnership.org.uk

I will respond to all safeguarding matters within the same day. Non urgent matters may take up to 48 hours to respond. Emails sent over the weekend will not be picked up until Monday. There may be times when I am off sick so will not be able to respond. If I have not responded please contact the school office.

**TRAFFIC**

Neither the school nor the Trust has any control over the traffic situation on Warwick Road or Percy Road. This is a Birmingham City Council issue. Parents can help ease the traffic by:

1. Walking
2. Cycling/Scooters
3. Parking further away and walking
4. Car sharing

We appreciate that some of our parents work and need to drop their children on their way to work but most of our parents live within walking distance and only one parent works.

**A Parent Handbook will come out this week. Please look out for it.**

Many Thanks

Ms Yasmin

Headteacher