



Dedridge Primary School
Dedridge East,
Dedridge.
EH54 6JQ

School Handbook
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I am delighted to welcome you to Dedridge Primary School and hope that your child will be very happy throughout their years with us. We pride ourselves in being a caring and supportive learning environment where the individual is valued and achievement in its widest sense is encouraged and celebrated.

We have very strong home / school partnerships and welcome the support that parents can offer, not only to their own children but also to the wider school community. Parental support helps to enhance the activities on offer to the children and we value offers to help in any capacity.

Our curriculum is broad and balanced and we make every effort to ensure that it is relevant to today's society and therefore meaningful to the children. We use a variety of learning and teaching approaches and offer many opportunities for the children to learn independently and as part of a group. The skills they will develop will be essential to them as they progress beyond primary school and face the demands made of them as they get older.

We believe that learning should be enjoyable and believe that fun is an essential part of life at Dedridge Primary. We want our pupils to leave Dedridge Primary with very happy memories of their time here, having achieved success and feeling motivated and enthusiastic about their future. I look forward to working in partnership with you and should you have any issues, concerns or ideas for improvement, please feel free to share these with me.

Kathryn French

Head-teacher

Glenvue Nursery

Please see separate handbook for Glenvue Nursery

Dedridge Nursery Vision, Values and Aims

Vision

Taking our learning over the rainbow

Values

- Kindness
- Respect
- Resilience
- Honesty

Aims

- Building an environment where all pupils have the opportunities to succeed and where achievements are celebrated in our communities
- Promoting a community ethos prioritising pupil involvement in learning which gives them a say in where and how they learn
- Creating a learning environment which promotes high attainment and development of skills for life
- Encouraging a welcoming environment which is purposeful, inclusive and fun

Please refer to the school improvement plan, which can be found here:-

<https://dedridgeprimary.westlothian.org.uk/article/17571/School-Documents>

ABOUT OUR SCHOOL

Dedridge Primary School has a current role of 189 which includes 30 children who are supported in our Enhanced Resource Base (ERB). Glenvue ELC is part of the campus and has a role of 40 children which includes eligible 2 year olds. The Head Teacher is supported by a Depute Head Teacher, a Principal Teacher who has a specific remit for PEF priorities and a Principal Teacher for mainstream. A Health and Wellbeing ethos permeates our school values and is at the core of learning within both Dedridge Primary School and Glenvue ELC. Both the nursery and the school are proud to offer an evolving and agile curriculum, with a play-based and exploratory approach to skills development placed firmly at the centre of our curriculum. Pupils are encouraged to think for themselves and skills such as creativity and critical thinking are a continuous focus throughout our conversations with pupils.

Community

Dedridge Primary has established many links within the community to enhance the learning experiences of the children and to enable the children to share their learning and further develop as effective citizens. We have strong links with other schools within The James Young High School Cluster and plan many joint activities, particularly at the point of transition to High School. The children participate in many sports activities organised by the Active Schools Co-ordinator and children are encouraged to explore some of the sports clubs in the local area. We have many established business links and have participated in whole school enterprise ventures, in partnership with various businesses and individual within a variety of professions. Dedridge is an eco-school. We have associated links with various groups and organisations locally, nationally and internationally. We also work with the Chaplaincy Team based at the Lanthorn who enhance the Religious Education opportunities available to the children and work in

partnership with staff. These links are constantly evolving and being further developed to reflect the ever changing nature of learning across the school.

Praise, Reward and Celebrating Success

The importance of praise as a motivating and positive aspect of school life is well understood and the use of praise permeates all aspects of the life of the school. Pupils are encouraged to have high expectations of themselves and others and their efforts are recognised in a variety of ways, including rainbow visits (for learning), hot chocolate (given to children who are exemplifying our school values) and positive phone calls home. These are also celebrated at a weekly assembly. Achievement Assemblies are held in school once per term. These celebrate the 'wider achievements' of our pupils and we encourage parents and pupils to share these with us.

Car Park

Parking facilities **are not** available to parents within the school car park. Children should under no circumstances cross the school car park in the interest of health and safety. Please comply with those regulations to help ensure the safety of all the children in our care. We have an active Travel Committee comprising staff, pupils and parents, who constantly review the car park issues.

Walking to School

Dedridge Primary encourages children to walk to school to promote physical activity and to ease traffic congestion around the school.

Cycling To School

Dedridge Primary encourages children to cycle to school and cycle racks are available for the securing of bicycles. Please remember that bicycles are left at your own risk. Cycle safety must be adhered to at all times and all cyclists must wear helmets. No cycling is permitted within the boundaries of the school.

Resource hour

Our popular Resource Hour will continue this term on Thursday 3pm to 4pm. For anyone who is not familiar with this it is a time when all Dedridge parents can come and collect school resources and food packs. We also have brand new and preowned school uniform in a variety of sizes and we accept donations of uniform still in a good condition. You are always welcome to come to resource hour and ask for advice on any issues.

2.1 Attendance

Reporting an Absence

Should your child be absent you must contact the school office by 9.30 am to inform staff of the reason for absence. This practice must be repeated each day that your child is absent. We will follow up any unreported absence and should we fail to be able to contact parents / carers, information will be passed to appropriate authorities who will then pursue the reasons for absence. Please refer to the Attendance at School Policy for further information: [West Lothian Council Attendance](#)

Appointments during school hours

If your child has an appointment for the doctor or dentist during school hours, please send a note about it to the child's teacher. *Children who have appointments must be collected from the school by an adult. Children will not be allowed to leave the school on their own.*

Please help us develop in your child a regular habit of good time keeping. If circumstances arise when your child will be unavoidably late please provide a note of explanation.

The school enters pupil absence electronically using codes for particular reasons for absence. To ensure an accurate record is kept it is important that, should your child be absent, you provide an explanation for that absence either by letter or by telephone. Our school has a system which sends out an automated text message to a mobile telephone in cases of unexplained absence. The text is repeated regularly until answered. Parents/carers and schools must work in partnership in order to benefit from early notification of unexplained absence from school. Parents are urged to opt into this system.

The Scottish government has issued a directive informing local authorities that, due to the impact absences during term-time have on children's learning, any such absences will be recorded as unauthorised. Family holidays should therefore be taken out-with term times. If, in exceptional circumstances, you wish to take your children out of school, you must make your request to the Head Teacher in writing.

If you become aware that your child may be absent from school for a considerable length of time, due to illness or admission to hospital, you are requested to inform the school as soon as possible.

2.2 School Dress Code

Each school has its own dress code, for the whole school, based on the Council's policy which all pupils will be expected to keep to wear.

The school uniform is as follows:-

- Grey / black trousers / skirt / tracksuit bottoms
- White shirt / blouse
- Black shoes
- *Navy blue cardigan
- *Navy Blue Sweatshirt with school badge
- *Yellow or Red Polo-shirt
- School tie
- *Hoodies with school badge

Please note that **black** (jumpers, cardigans, hoodies) are not part of the Dedridge Primary School uniform. All items marked * are available by ordering through the school. All other items may be obtained locally. Additional uniform items are now available. These include a fleece jacket, reversible rainproof jacket, ski hat, baseball cap, book bags or school bags. School ties are also available to purchase at the office.

Marking of clothes

It is important that all articles are clearly marked with the pupil's name. Please report the loss of any article of clothing to the teacher as soon as possible so that they can quickly be found.

Clothing for Physical Education

Children come to school in gym kit.

School uniform must be worn for class / group photographs and when pupils are representing their school in pupil as this will remain the official school uniform. The school's dress code is based on the dress code advice for schools from West Lothian Council.

The Council will not be responsible for loss of or damage to pupils' clothing and personal belongings including mobile phones. Valuable items, including jewellery and unnecessarily expensive articles of clothing, should not be brought to school.

School Clothing Grants are available to parents in receipt of a qualifying benefit; application forms are available from the school or online.

Uniform Recycle

Old school uniform which can be reused can be handed into the school. Families can request privately through the app and clothes can be sent home discreetly in children's school bags. For more details contact the school office.

The Council's Dress Code for Schools Policy is available online at westlothian.gov.uk.

3.1 Equality and Fairness

All pupils have the right to enjoy opportunities and activities, regardless of their background, race, gender or religion, so that they will be given the freedom to develop their full potential without constraint.

Our aim is promote self-esteem and a positive self-image in every pupil. Self-respect and respect for others is a priority. We treat boys and girls equally and offer the same opportunities to all pupils by offering a diverse curriculum, which addresses the needs and opinions of all. We aim to maintain an environment which is free from bullying, racism and other forms of discriminatory behaviour. We value your support in maintaining this ethos.

3.2 Partnership and Communication with Parents

West Lothian Schools operate an open, responsive policy with regard to questions or concerns that parents may have. Should you have concerns or complaints regarding the service provided you should raise these with the Head Teacher in the first instance.

Newsletters are issued weekly, with our school blog and website updated frequently; curricular evenings and Parents' Meetings are held regularly. Your comments and suggestions on the work done in school and the service provided for you and your child are welcomed.

Evaluation forms will be sent to you from time to time so that we can be sure that we are listening to what you say about the service provided for you and your child.

"School App for Parents" is a free application that you can download on your apple or android device which helps bring communication straight to your fingertips.

"Group Call" is a text messaging facility, which enables us to make quick and easy contact should we require to. Please ensure that your emergency contact details are up-dated as required.

Our plasma screen in the front entrance also provides information about the school with photos of recent activities providing further evidence of the vibrant life of the school.

Should you require to contact us in writing, by telephone or by e-mail, you will find contact details on the school website, School App and on school documentation and communication.

3.3 Parent Councils

A Parent Council is a group of parents selected by members of the Parent Forum to represent all the parents at a school on a voluntary basis. All parents/carers in a school are automatically members of the Parent Forum of that School.

The purpose of a Parent Council is to:

- support the school in its work with parents
- represent the views of all parents
- encourage links between school, parents, pupils, pre-school groups and the wider community.

Parents, carers and guardians of pupils at the school comprise the Parent Forum and any member can volunteer to join the Parent Council. The parent members of the Parent Council represent the entire Parent Forum. The Dedridge Primary School Parent Council has four main objectives, work in partnership with the school to create a welcoming school which is inclusive for all parents promote partnership between the school, its pupils and all its parents develop and engage in activities which support the education and welfare of the pupils identify and represent the views of parents on the education provided by the school and other matters affecting the education and welfare of the pupils. The Parent Council meets on a regular basis and exists to allow parents an input into the running of their child's School. The Parent Council can help the school management team resolve general problems and the development of new initiatives. It can also assist in the exchange of information between parents and the school. The Parent Council represents parents' views on general matters of interest and/or concern. The Parent Council, however, does not discuss matters on an individual basis. For example the Council will discuss matters arising which affect the majority of the school – not individual issues such as a child's learning plan or a child's individual behaviour within school.

The Parent Council is required to deliver an annual report on its activities. In order to ensure that the Parent Council addresses the needs of the Parent Forum they seek and encourage parents' thoughts, suggestions and opinions. The Parent Council is accountable to the Parent Forum. All parents / carers/ grandparents and friends of the school are welcome to join our fundraising association. They successfully organise and run for the school a wide range of school fundraising activities such as pupil discos, coffee mornings and school raffles and other activities to engage parents in supporting the school. If you are interested in joining this please also contact the school office for help and assistance.

Parent Councils operate in accordance with a local constitution. Parents can put themselves forward to be members of the Parent Council in accordance with that constitution.

Further information can be found on the Scottish Parent Teacher Council website <http://www.sptc.info>

4.1 General

Every child and young person in Scotland is entitled to experience a broad general education, as described by the Scottish Government's Curriculum for Excellence.

The curriculum is organised into eight broad categories.

Expressive arts

Includes art and design, dance, drama and music. Your child will get the chance to find out about and express their feelings and emotions and those of others.

Health and wellbeing

Mental, emotional, social and physical wellbeing, planning for choices and changes, PE, activity and sport, food and health, substance misuse and relationships, sexual health and parenthood.

Languages

Includes learning about English as well as learning an additional language.

Mathematics

Includes using real life experiences to make predictions, connect to other things, provide skills to understand and examine information, simplify and solve problems, assess risk and make informed decisions.

Religious and moral education

Includes exploring the world's major religions as well as views that are non-religious. Your child will think about their own beliefs and values.

Children learn about Christian practice in worship and the place of Christian action in the community. Children will also study other world religions in line with national guidelines.

This part of the curriculum operates through class teaching, assemblies, outside visits and visitors to school.

Any parent who wishes to exercise their right to withdraw their child from religious education/observance should inform the Head Teacher.

Sciences

Includes learning about the natural world and living things, forces, chemical changes and our senses.

Social studies

Includes developing understanding of the world by learning about other people and their values, in different times, places and circumstances.

Technologies

Includes business, computing science, food, textiles, craft, engineering, graphics and applied technologies.

More information about Curriculum for Excellence is available on the Education Scotland website <http://www.educationscotland.gov.uk/learningandteaching/thecurriculum>

There are two formal opportunities, in October and March, for parents and teachers to discuss the progress of individual learners. One written progress report is produced annually in June. Teachers are willing to discuss individual progress at any time should there be concerns or issues surrounding the child. Arrangements for this can be made by appointment.

READ, WRITE, COUNT

The Read, Write, Count Programme aims to support parental engagement in literacy and numeracy. Gift bags are distributed annually to all P2 and P3 pupils in Scotland by Scottish Book Trust. The gift bags contain essential literacy and numeracy materials to support children's learning, as well as advice and support to parents.

Studies show a direct link between a strong family learning environment and progress in reading, writing and counting. In addition to the parent guide included in the gift bags, the Parent Club website (<https://www.parentclub.scot/>) offers a range of hints, tips and advice to help parents engage in their child's learning.

FIRST MINISTER'S READING CHALLENGE

The First Minister's Reading Challenge is an inclusive, exciting programme for all children – fostering a love of reading for pleasure. Research shows that reading for pleasure is crucially important for children's development.

The Challenge is open to all local authority and independent primary and secondary schools across Scotland, as well as, libraries and community groups. You can find out more information on the Challenge and also how schools can register to take part here: <https://www.readingchallenge.scot/>

ParentZone

Information and advice on education and learning for parents in Scotland *Be at the heart of your child's learning* . . . Sign up to receive our Parents and Carers e-bulletins for the latest developments in Scottish education. edscot.org.uk/p/LQE-39I/subscribe or email: enquiries@educationscotland.gov.scot education.gov.scot/parentzone

4.2 Instrumental Tuition

The Council offers instruction in bagpipes, brass, percussion, strings and woodwind. Schools will tell children when there is an opportunity to apply for lessons. There is a charge for lessons, but concessions are available. You can find out more from the Instrumental Music Service.

4.3 Use of the Internet

Children access information and resources on local and worldwide networks as part of their studies.

We teach children about internet safety and how to report any items that make them feel uncomfortable.

We ask parents to promote the responsible and safe use of the internet at home, including the use of social media if parents permit their children to access it.

In school children are encouraged to use the internet to help with their learning. This may be on school-owned devices or pupils own devices in P4-7. Use of the internet for these purposes is restricted to educational purposes in lesson time only and is monitored by the school staff. More information about safe use of devices and the internet can be provided on request to the school.

Further information on safe use of the Internet is available at: <http://www.thinkuknow.co.uk/>

4.4 Assessment and Reporting

Assessment is an integral part of the teaching process and your child will be continually assessed during their school career. This assessment can be both formal and informal and takes many forms; observation, tests, pupil/teacher dialogue, written or spoken tasks and teacher judgement. The result of the assessment process allows teachers to form next steps in your child's learning.

It is the authority's policy to also carry out standardised testing in literacy and numeracy at P1-P7. These results form part of the overall assessment information about your child.

Information about your child's progress will be shared between home and school throughout the session. This will include parents' nights and an annual report. The aim of the annual report is to provide details of your child's strengths, development needs and attainment within Curriculum for Excellence. Parents and children are welcome to comment on the annual report.

Parents are welcome to contact their child's school at any time if they have any questions or concerns regarding their child's progress.

4.5 Support for Learning

Class teachers are continuously assessing the needs of pupils in their class. The authority provides access to Support for Learning staff and resources for pupils requiring additional support.

Should your child require additional support in a particular area you are invited to discuss this with the class teacher. We consult with parents and carers to ensure the needs of children are met. Each school follows the principles of the Scottish Government's policy of "Getting it Right for Every Child", for more information see the Scottish Government website.

This authority has a policy of inclusion. This promotes the placement into primary and secondary schools of pupils with significant needs. We consult with parents and carers to ensure the needs of children are met. Each school follows the principles of the Scottish Government's policy of "Getting it Right for Every Child", for more information see the Scottish Government website.

5.1 Admission Procedures

West Lothian is divided into catchment areas for primary and secondary schools. The catchment areas for all West Lothian Council schools are available online at www.westlothian.gov.uk

Each school is either denominational (linked to a particular religion) or non-denominational (not linked to any particular religion). All the denominational schools in West Lothian are Roman Catholic. Each home address has a catchment denominational school and a catchment non-denominational school, for both primary and secondary education.

The Pupil Placement section deals with all applications for pre-school and wraparound, and deals with applications for the August primary one (P1) and secondary one (S1) intakes. Schools deal with applications for other stages and for P1 and S1 after the pupils start school. To apply for a school, pre-school or wraparound place you must fill in an application form. You can get application forms online at <https://www.westlothian.gov.uk/apply-for-pre-school-and-school-places> or paper forms are available from schools, nursery schools, libraries, Council Information Service Offices and from the Pupil Placement Section.

To contact the Pupil Placement Section e-mail pupilplacement@westlothian.gov.uk or phone 01506 280000. Information is also available on the Council website www.westlothian.gov.uk

5.2 New Entrants to P1

You can apply for a P1 place from the November of the year before your child is due to start school, and the places are allocated in March of the same year that your child is due to start school.

Every opportunity is taken to familiarise our nursery pupils with life in the primary school. They attend assemblies, work with specialist teachers and undertake whole school activities such as enterprise, fund raising, eco-school activities. Through these activities they quickly become familiar with school staff and the school building. Towards the summer term additional opportunities are planned when nursery children will spend time with their P1 teacher, will spend time in the playground and will meet the other children in their class. An induction meeting for new P1 parents takes place in June. A buddy system is in place, which allows older pupils to support their younger peers. P1 teachers will have detailed knowledge of each child in order to ensure a smooth and seamless transition.

5.3 Transfer from P7 to Secondary School

You can apply for an S1 place from the November of the year before your child is due to start secondary school. For more information on admission arrangements please see our website www.westlothian.gov.uk or contact the Pupil Placement Section pupilplacement@westlothian.gov.uk or phone 01506 280000.

Each secondary school admits pupils from a number of associated primaries. Dedridge Primary School is associated with The James Young High School and the children living in the catchment area of the school would therefore normally transfer there for their secondary education. The James Young Cluster has excellent transition arrangements with a programme starting early in the P7 year. Children have many opportunities to visit the High School and become familiar with a range of staff. Additional support is available to pupils who require this during the transition period. Parents' evenings are arranged by The James Young High School, early in the new school session, to provide parents with the necessary information about transition. Contact details are as follows:

The James Young High School
Quentin Rise
Dedridge
Livingston
EH54 6NE
Tel. No. 01506 414244
Head Teacher – Ms P Gallagher

5.4 Extra-Curricular Activities

Breakfast Club

A breakfast club is available to all P1 to P7 children for free. A range of nutritious options are available to the children to give them a great start to their day and to help develop healthy lifestyle choices. The breakfast club aims to establish positive relationships at the start of the school day, helping to reduce lateness or poor attendance and improve attitude, behaviour and motivation to learn. Pupils also benefit from arts and crafts activities, time to do homework and tooth brushing after they eat. The breakfast club runs from 8.10 am – 8.25 am, at which point playground supervisors are on duty and this allows the children to go out into the playground to join their peers. For information please contact the school office.

Afterschool Clubs in the past have included:

Cross-stitch sewing, various sports, gardening club, arts and crafts, a comic life club, Fitness, Football, basketball and a gymnastics club. We are always open to suggestions from the children for new clubs, to ensure a wide and varied provision.

School Trips

Residential P6 and P7 Camp £200.00 (based on last sessions costs) Fund raising – we participate in a range of fund raising activities throughout the school session and ask families to donate what and when they can.

6.1 Medication in Schools

Most pupils will at some time have a medical condition that may affect their participation in school activities. For many this will be short-term; perhaps finishing prescribed medication even though the child's doctor regards the child as fit to attend school. Others have medical conditions which, without help, could limit their access to education.

Parents have prime responsibility for their child's health and should provide schools with information about their child's medical condition.

Please tell the school if your child needs medication. Forms for any child requiring medicine to be taken during school time are available from the school website, school office or can be downloaded from www.westlothian.gov.uk

6.2 Emergency Contacts and Arrangements

It is essential that the school has the name, address and telephone number of an adult to be contacted in case of an accident or your child feeling ill. Please ensure records are kept up to date by notifying the school of any change of address and telephone number of your child's emergency contact.

Children will only be sent home early in special circumstances. The school will make every effort to contact you in such situations. Where there is no adult to receive the child, they will be supervised in school until such time as suitable arrangements are made. In the event of extreme weather conditions you may check the council website for information on any school closures.

All schools have a means of contacting parents and carers via text message.

Health & Safety and Pupil Welfare

6.3 Meals and Milk

All pupils of nursery schools and classes are entitled to 0.25 litres of milk daily free of charge. Children whose parents are in receipt of qualifying benefits may also receive milk free of charge. Milk is available to other primary pupils at a reduced cost.

The school dining area is organised as a self-service cafeteria. This area is supervised by members of staff. Children may have school meals regularly or on odd days when necessary. Children choose from three options each day. This includes a non-meat meal. A 3 coloured tray system is used - green- usually a packed lunch, red - a hot two-course meal and blue - a vegetarian meal. These are on display to allow the children to see the choices. The menu is available on the Council website. If your child has special dietary requirements, please let the school know.

All P1-P5 children, and P6-P7 children whose parents are in receipt of qualifying benefits, are entitled to free school meals. Other children can buy a school lunch.

If a child loses or forgets lunch money, we will provide a meal and inform parents of the cost. This amount must be paid the following day.

Some parents prefer their children to have a packed lunch and facilities are provided in the school for the eating of packed lunches.

Further information and application forms for free school meals and milk can be obtained from the school or from the Council's website www.westlothian.gov.uk.

6.4 Security

The school has a security system which allows all doors to be locked electronically once the children are in school. The locking system is released automatically if the fire alarm goes off. All visitors should report to the school office via the front entrance of the school, sign in and collect a visitor's badge. The school welcomes parents and carers but asks them to help to ensure the security of the school by reporting to the school office.

6.5 Photography

West Lothian schools have a photography consent form which is in accordance with data protection and human rights legislation. All parents are asked to sign a consent form before any photographs are taken.

If you have any concerns about photography, please tell the school.

6.6 Child Protection Guidelines

The safety of your child at school is a priority for the authority. All West Lothian schools follow the Lothian Child Protection guidelines. A copy can be found on www.westlothian.gov.uk

6.7 Playground Supervision

Supervision is provided in the school grounds 20 minutes prior to the school opening, during intervals and the lunch hour. If children have an accident or any other problem in the playground they report initially to the supervisor who will take the necessary action. When pupils are at school, the responsibility for their safety rests with the Local Authority. The Head Teacher and staff undertake this responsibility on behalf of the Local Authority.

6.8 Transport

West Lothian Council will provide transport assistance for all primary pupils living more than 1.5 miles from their designated school. The provision of transport for pupils attending special schools and classes is not subject to these limitations, but is based on individual pupil need. Further information can be obtained from School Transport (telephone 01506 775291) or from the School Transport policy on www.westlothian.gov.uk

Parents, who choose to send their children to a school out with their catchment area, will be responsible for any extra travelling expenses incurred.

6.9 Car Park

Parking facilities are not available to parents within the school car park. Children should under no circumstances cross the school car park in the interest of health and safety. Please comply with those regulations to help ensure the safety of all the children in our care. We have an active Travel Committee comprising staff, pupils and parents, who constantly review the car park issues.

6.10 Requested Early Release of Pupil

There are occasions when parents wish their children to be released from school at other than normal closing times, to enable them to keep a dental or medical appointment outside school, or for other reasons. In all cases, a written request must be made for early release. Parents must then call at the school office and their child will be brought to them.

On no account should a child leave school premises on their own.

6.11 Data Sharing

On occasion, schools will make data available to partners and also academic institutions to carry out research and statistical analysis. In addition, schools will provide our partners with information they need in order to fulfil their official responsibilities.

The collection, transfer, processing and sharing of data is done in accordance with the Data Protection Act. For more information on how children's data is handled please see our Privacy Notice https://www.westlothian.gov.uk/media/21250/Education-Schools-Privacy-Notice/pdf/Education_-_Schools_Privacy_Notice1.pdf?m=637049262959500000

6.12 Feedback, Concerns and Complaints

If you have feedback, concerns or complaints regarding the service you are receiving, these can be addressed by contacting the Head Teacher in the first instance.

If you are dissatisfied with that response you should contact:

Education Services West Lothian Council
West Lothian Civic Centre Howden South Road Livingston, EH54 6FF
Tel: 01506 281952

Educationcustomerservices@westlothian.gov.uk

The Complaints Policy and Procedures for Education & Cultural Services is available in booklet form on request or can be downloaded from the web at www.westlothian.gov.uk

Information is available in Braille, tape, large print and community languages.
Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনি ব্রেইল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষাগুলিতেও পাবেন। অনুগ্রহ করে ইন্টারপ্রেটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সঙ্গে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬੁੱਲ) ਨੈਤਰੀਨ ਦੇ ਪੜ੍ਹਣ ਵਾਲੀ ਲਿਖੀ, ਟੇਪ, ਵੱਡੇ ਫਿੰਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਹਿੰਦੀ ਵਰਗੇ ਇੰਟਰਪ੍ਰੈਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਸੰਪਰਕ ਕਰੋ : 0131 242 8181

یہ معلومات بریل (اندھوں کے رسم الخط)، ٹیپ، بڑے حروف کی طباعت اور کمیونٹی میں بولی جانے والی زبانوں میں دستیاب ہے۔
براہ مہربانی انٹرنیٹ پر اینڈ آئیڈز ٹرانسلیٹنگ سروس سے ٹیلیفون نمبر 0131 242 8181 پر رابطہ قائم کریں۔