



School Handbook 2024/5

**St Mary's RC Primary School
10 Polbeth Road,
Polbeth,
West Lothian**

#Building for Success

Dear Parent/Guardian,

All at St. Mary's Roman Catholic Primary School, Polbeth offer you a very warm welcome to our school. It is with great pride that as Head Teacher of St. Mary's, I extend this welcome to you.

St. Mary's is a family school. We recognise that each child is unique and that each child has the right to achieve their full potential. We understand that you are entrusting us with the education of your child. We have a broad and balanced curriculum, which is delivered by a team of caring and committed professionals.

As a Catholic Primary School, Christ and the Gospel values are at the heart of all we do. It is our mission to ensure that our pupils are secure and safe in their learning environment and that they receive the kind of education which offers them opportunities to maximise their talents and potential, encouraging them to be life long, successful and confident learners and responsible citizens of the future.

Partnerships are vital to the work we do. Partners share, plan and deliver together. We work hard at developing partnerships with our parents; you as a parent in our school have an important role to play in our community.

We have good working partnerships with our parish family. We work in partnership with our cluster schools and our neighbouring schools and the many multi-disciplinary professionals and groups who help us offer the kind of service which is necessary and important to our pupils. Our school community - pupils, parents and staff are the heart of our school.

I am sure that your child will have a positive learning experience and enjoy their time with us at St. Mary's Primary School.

Yours sincerely

Miss Helen Pritchard
Head Teacher

If you have any questions, or would like any further information on any aspect of this handbook or the education of your child, please do not hesitate to contact me.

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West Lothian Council Mission Statement

“Striving for excellence... working with and for our communities.”

West Lothian Council Values

- Focusing on customers' needs
- Being honest, open and accountable
- Providing equality of opportunities
- Developing employees
- Making best use of resources
- Working in partnership

ATTAINMENT AND ACHIEVEMENT

To raise standards of educational attainment for all in school, especially in the core skills of literacy and numeracy, and to achieve better levels in national measures of achievement including examination results.

FRAMEWORK FOR LEARNING

To support and develop the skills of teachers, the self-discipline of pupils and to enhance school environments so that they are conducive to teaching and learning.

INCLUSION AND EQUALITY

To promote equality and help every pupil benefit from education, with particular regard paid to pupils with disabilities and special educational needs, and to Gaelic and other lesser used languages.

VALUES AND CITIZENSHIP

To work with parents to teach pupils respect for self and one another and their interdependence with other members of their neighbourhood and society, and to teach them the duties and responsibilities of citizenship in a democratic society.

LEARNING FOR LIFE

To equip pupils with the foundation skills, attitudes and expectations necessary to prosper in a changing society, and to encourage creativity and ambition.

School Aims – St Mary’s RC Primary and Polbeth Nursery

At St Mary’s RC Primary School and Polbeth Nursery we aim to create an inclusive learning community where we are Building for Success

We aim to provide high quality education that meets the needs of all learners, based on Gospel values, enabling them to be successful learners, confident individuals, responsible citizens and able to make an effective contribution to society, now and in the future.

Our values are focused on:
Trust & Honesty, Respect, Friendship, Safety & Perseverance.



In St Mary’s RC Primary School and Polbeth Nursery, our aims are building blocks towards our vision, ‘Building for Success’:

Our Aims:

Successful Learners

To provide the highest quality learning and teaching experiences which meet the needs of all learners in an inclusive, safe and nurturing environment.

Confident Individuals

To encourage success, promoting confidence, independence and creativity in our learners to build resilience and develop a growth mind-set.

Effective Contributors

To equip every pupil with skills for life by investing in them as individuals by creating a foundation to build skills for learning in Literacy, Numeracy and Health and Wellbeing.

Responsible Citizens

To build and maintain effective partnerships between the school, the home, the parish, partner agencies and the wider community.

Our Curriculum Outline 2024/25

Learning across the four contexts at St Mary’s RC Primary

Opportunities for personal achievement

The Leader in Me
great happens here

Prefects As Partners
#buildingforsuccess

COMMITTEES

Interdisciplinary Learning

Seesaw

RAISE

Charter for Catholic Schools in Scotland

action for children

Ethos and life of the school as a community

Curriculum areas and subjects

Literacy and English

Health and Wellbeing

Numeracy & Mathematics

The Centrarium
the totality of all that is planned for children and young people throughout their education.
#buildingforsuccess

2.1 Attendance

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 contact the school office or provide a note of explanation.

If your child will not be attending school, please contact the school office by 9.30am at the latest on the first morning of absence and give a reason for the absence. The school will also need to know if your child will be absent for more than one day. The school enters pupil absence electronically using codes for particular reasons for absence.

Group Call is an automatic telephone system used for contacting parents. At St. Mary's, Group Call is used to contact parents quickly if a pupil is absent from school and we do not have an explanation. If we do not have an explanation for a pupil's absence, we will attempt to contact the parent by telephone by 10am at the latest on the first morning of their child's absence. It is essential to keep the school updated with telephone numbers to ensure Group Call has access to the information needed to contact parents and carers in an emergency.

Family Holidays

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.

Long Term Absence

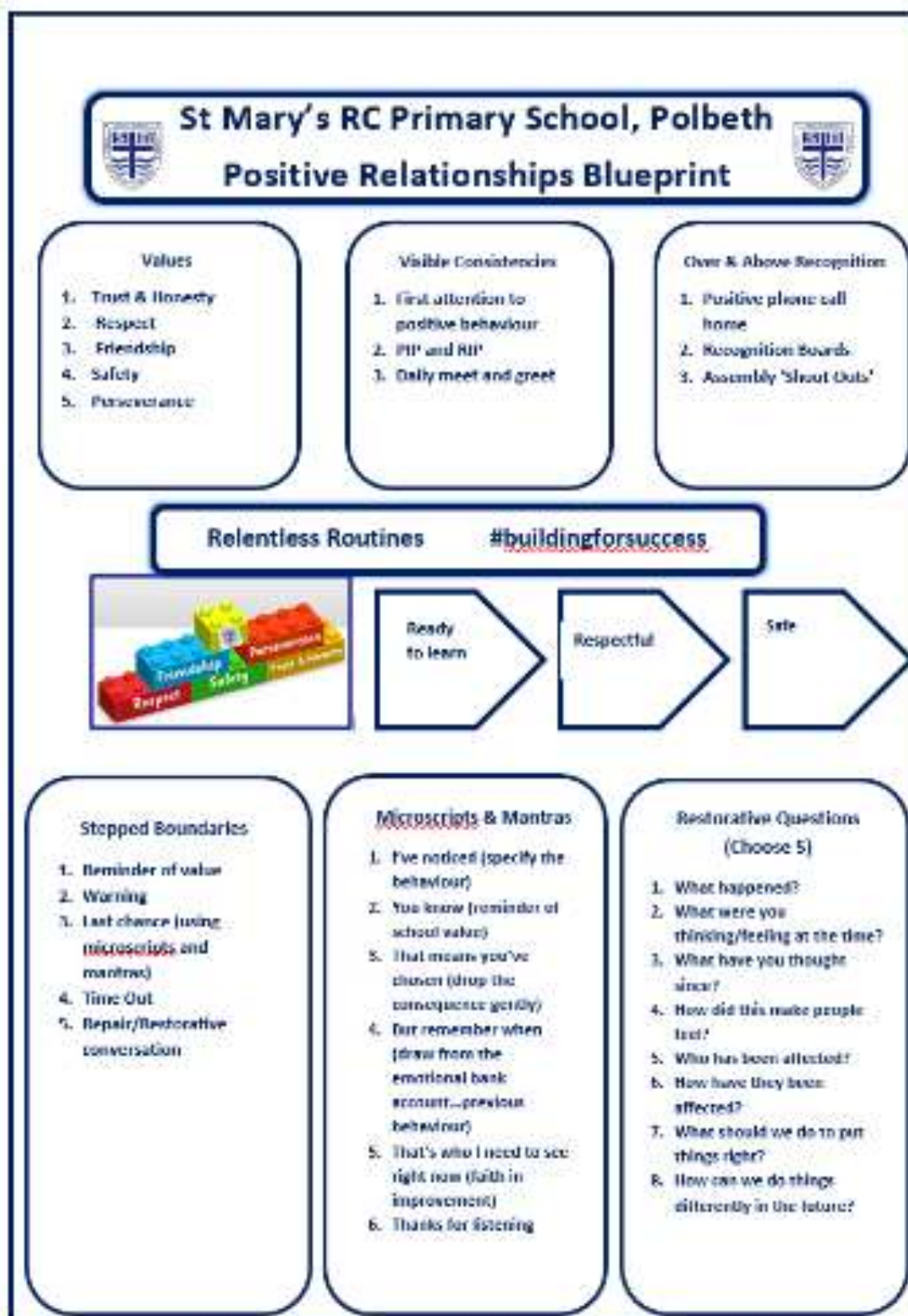
If you become aware that your child may be absent from school for a considerable length of time, due to illness or admission to hospital, you are requested to inform the school as soon as possible.

Please refer to the attendance at School Policy for further information:

https://www.westlothian.gov.uk/media/2101/Attendance-at-School-Policy-and-Operational-Procedures/pdf/Attendance_at_School_Policy.pdf?m=637081303790500000

2.2 Ethos and Behaviour

Behaviour Blueprint



The core values of Trust and Honesty, Respect, Safety, Perseverance and Friendship form the basis for our approaches to promoting positive behaviour.

Children learn to develop values and positive attitudes towards themselves and others in many aspects of the curriculum which in turn contribute to their personal and social development. Our schools work hard to build confidence and self-esteem and provide opportunities for children to contribute to the whole school community. Much of their development in these areas helps to lay the foundations for becoming responsible citizens of the future.

We promote and expect a high standard of responsible behaviour from pupils towards staff, other pupils and towards their surroundings. Self-discipline is the key to good behaviour and we depend on your support in reinforcing the discipline guidelines of the school.

These guidelines are based on mutual consideration, good manners and respect and are in place to ensure the safety and wellbeing of all pupils and staff in school.

We ask your child to:

- Be honest
- Be kind and helpful
- Care for others
- Be hard working
- Look after property
- Listen to people
- Cross the road safely, using the crossing patrol wherever available.

We ask your child not to:

- Cover up the truth
- Hurt others
- Hurt others' feelings
- Waste time or others' time
- Damage property or drop litter
- Interrupt
- Leave the school without permission.

2.3 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.

At St Mary's Primary, pupils should wear either:

a) A royal blue sweatshirt with the school badge and a white polo shirt with grey trousers/skirt/dress.

or

b) A white shirt and school tie with a royal blue jersey or cardigan and grey trousers/skirt/dress.

Pupils should not wear jeans, football tops or fashion bottoms e.g. tracksuit trousers with stripes of more than one colour unless your child has been asked by their teacher to dress appropriately for outdoor learning opportunities, including physical education. .

Footwear should be sensible and appropriate, keeping safety in mind.

Jewellery, where worn, should not constitute a danger to the child or other children.

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. If you would like support or advice about the grants, please contact our Family Support Practitioner via the school office. Families in receipt of the following will be eligible for a School Clothing Grant:

- Income Support / Pension Credit
- Income-based Jobseekers' Allowance
- Any Income-Related element of Employment and Support Allowance
- Working Tax Credit and/or Child Tax Credit with an annual income of £16,105 or less
- Universal Credit where "take-home pay" does not exceed £1,342
- Council Tax Reduction

Annually, the school holds a uniform 'swap shop' opportunity where parents are encouraged to hand in any good quality school clothing that no longer fits their child as this may be appropriate for another child. This will not happen in session 2020/21 due to COVID restrictions.

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.

As a Catholic school, St Mary's promotes and encourages the Gospel values. We follow the Charter for Catholic Schools in Scotland to develop as a community of faith and learning.

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

Parental involvement is encouraged at St Mary's RC Primary School and we offer a number of opportunities for parents and carers to be involved and engaged in their child's learning. Events such as parent consultations, sharing our learning, meet the teacher, Mass, assemblies and performances. Newsletters are issued frequently, there is a School App, Website, Blog and X account to support communication between school and home.

Your comments and suggestions on the work done in school and the service provided for you and your child are welcomed. 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.

Evaluation surveys 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.

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.

Parent Council members work in partnership with school staff to promote contact between the school, parents and carers, pupils and the wider community. Parent Council members support the school in its work with pupils, contribute to school improvement and report to the Parent Forum.

The office bearers for 2024/25 are:

Chair – Dr C Ferguson

Vice Chair – Mr Young

Secretary – Mrs Swanston

Treasurer – Mr Chang

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>

Pupil Council

At St Mary's, we have a number of leadership opportunities for our children and each participates in a school improvement committee. The purpose of these sessions is to empower and represent the pupil body and contribute to discussions on learning, teaching and school improvement.

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. St Mary's RC Primary School is implementing the requirements of Curriculum for Excellence where the children are put at the centre of their learning. The framework is built around a range of experiences and outcomes which describe the expectations for learning and progression in all areas of the curriculum.

Health and wellbeing

This includes supporting the development of good mental, emotional, social and physical wellbeing, planning for choices and changes, PE, activity and sport, food and health, substance misuse and relationships. The school benefits from a visiting PE specialist from Tuesday – Friday each week. Every child receives 2 hours of PE per week.

Literacy and Language

Includes learning about English as well as learning French and Spanish. Pupils will develop their literacy skills in the following areas:

Reading

Reading development in the early years is through an integrated approach where children learn to read and say single sounds before blending them to make words. Alongside this, children are introduced to the enjoyment of books and shared stories whilst reading a range of fiction and non-fiction text. Parents are encouraged to read with their child to support their development.

St Mary's has its own library, where children can borrow books, contributing to the creation of a reading culture. Pupils are encouraged to participate in the First Minister's Reading Challenge.

Writing

The development of writing skills begins with letter formation in the early stages and progresses through each class, introducing linked script (called letter join) and promoting high quality presentation skills.

Opportunities to develop writing skills extend across the curriculum and pupils learn how to write in a range of different styles for a variety of audiences. They learn how to self-evaluate their work and the work of their peers and can identify how to improve their writing skills.

Listening and Talking

Effective listening and talking skills are at the core of language development in St Mary's. Much emphasis has been put on 'teaching children to listen' and how to respond to each other. Many techniques are used, including class talks, presentations, debates, discussions and role play.

From Primary 3 onwards, every child learns and recites a Scottish poem annually as part of our Scottish Poetry Competition.



Numeracy and Mathematics

Pupils at St Mary's are learning much of their numeracy and maths through a 'mastery' approach. This 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. It is supporting learners develop a deep, long-term and adaptable understanding of maths.

Pupils also have access to a range of online learning opportunities to support their numeracy and maths development such as Sumdog and Education City.



Religious and moral education

The Christian ethos is at the fore in all activities that take place within the mainstream school. The formal teaching of RE is through the 'This is Our Faith' and 'God's Loving Plan' programmes. Prayers and hymns are taught and pupils are prepared for the first reception of the Sacraments of Reconciliation (P3), Communion (P4) and Confirmation (P7)

Our parish priest plays an active role in the life of the school and celebrates Mass regularly with the whole school, with classes having opportunities to lead the Mass.

We are constantly aware of the faith background of all our pupils and this is reflected in our approach and our teaching. Parents who do not wish their child to take part in religious observance should contact the school and alternative plans can be made.

Sciences

The main goal for science education is to stimulate, nurture and sustain the curiosity, wonder and questioning of our young people. This includes learning about the natural world and living things, forces, chemical changes and our senses. Opportunities exist for all classes to build on their knowledge through outdoor learning experiences.



Social studies

This includes developing understanding of the world by learning about other people and their values, in different times, places and circumstances. Pupils at St. Mary's usually take part in a wide range of visits to enhance their understanding e.g. to museums, castles, visitor attractions etc. Many of the activities this year will be conducted virtually, in line with public health advice.

Technologies

Pupils at St. Mary's are increasingly using technology to support and enhance their learning as they become more agile in their approach. Pupils in P1-3 will use a platform called 'SEESAW' and pupils in P4-7 will use Microsoft Teams to support learning both in school and at home/elsewhere. The technologies curriculum includes business, computing science, food, textiles, craft, engineering, graphics and applied technologies. Food technology opportunities will recommence once it is safe to do so.

Expressive arts

This 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. The school benefits from a visiting art teacher on one day each week and two visiting music specialists. Pupils from Primary 5 onwards also have the opportunity to learn how to play a brass instrument. Throughout the year, pupils benefit from visiting theatre groups, musicians and storytelling. Pupils also have the opportunity to participate in their own performances at key stages throughout their schooling e.g. Nativity, end of year show etc.

Parents

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

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. 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.

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.

Sharing the Learning

At St. Mary's R.C. Primary, we encourage parents to be part of their children's learning. To this end, we organise and invite parents to take part in Sharing the Learning events which are organised throughout the year. In addition to these events, pupils have a Digital Profile that captures a snapshot of learning at school and is sent home for parents to see and talk about learning with their child.

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.

Admission Procedures

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. Transition events will be planned in accordance with public health advice and may consist of virtual opportunities.

admission procedures

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.

The Secondary school to which pupils normally transfer on completion of P7 is:
St Kentigern's RC Academy,
West Main Street,
Blackburn,
West Lothian,
EH47 7LX
Telephone – 01506 656404

Head Teacher: Mr Andrew Sharkey

Transition for the moment will be conducted through virtual sessions. Parents of P7 pupils will be notified in advance of any transfer arrangements.

5.4 Extra-Curricular Activities

St. Mary's RC Primary has close links with West Lothian Active Schools. As such, we are able to offer a number of sporting opportunities and festivals for our pupils throughout the year. Within the school, there is a programme of after school clubs such as homework, arts and crafts, badminton, choir etc. In the upper stages of schools, pupils are given the opportunity to participate in a residential experience e.g. at an outdoor education centre.

Breakfast Club

We offer a breakfast club each morning from 8.15am until the start of the school day. This has no cost attached for parents at this time.

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.

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.

Children may have school meals regularly or on odd days when necessary. Children choose from three options each day. This usually 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 in primaries 6 & 7 can buy a school lunch.

If a child loses or forgets lunch money, we will provide a meal and inform parents.

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 (8.30am), during intervals and the lunch break. 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 at 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

The car park at St. Mary's is for staff use and taxis/private hire cars. There is no public car parking. Parents and carers are encouraged to walk pupils to school where possible or use public transport. In the interests of safety, children should not be in the car park at any time.

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 DataSharing

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.

- Telephone – 01506 280170
- Email – wlstmaryspol-ps@westlothian.org.uk
- In writing to St. Mary's RC Primary School, Polbeth

To ensure that your complaint/comments are properly dealt with, please ensure you include:

- Your name and contact details
- Copies of any correspondence
- The names of the personal involved
- Details and dates of the complaint itself.

We value feedback as it helps us to improve our service. We will deal with your complaint with courtesy, impartiality and fairness.

Your complaint will be dealt with by staff member appropriate to the matter.

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

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