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1. Registration for Enrolments Policy

1. Registration Process

- **Completion of Registration Form:** All students must have a completed and signed registration form before attending **LGS**. The form provides key details, such as the child's personal information, medical history, emergency contacts, and any special educational needs.
- **Required Information:** The registration form will ask parents or guardians to provide at least the following information:
  - Full name of the child
  - Date of birth
  - Contact details (address, phone number, email)
  - Emergency contact details
  - Medical history (including allergies, conditions, or special needs)
  - Any relevant educational background or special needs
  - Parental consent for emergency medical treatment (if required)
- **Submission of Registration Form:** The completed form must be submitted to the school before the child's first day of attendance. Forms can be submitted either electronically or in person at the school office.
- **Annual Renewal:** At the end of each school year, all students will be enrolled automatically to the next school year, unless the **LGS** receives an official withdrawal from the parents/guardians. The parents/guardians will be informed and asked for any updates on the Registration form.

2. No Admission Without Registration Form

- **Policy Enforcement:** No student will be permitted to attend classes or take part in school activities without having submitted a completed registration form. This is a strict policy to ensure the child's safety and wellbeing.
- **Exceptional Circumstances:** In rare cases where parents or guardians cannot complete the registration form before the first day (e.g., due to an emergency), the school must be notified beforehand. The school will work with the parent or guardian to arrange for the form to be submitted as soon as possible.

3. Review and Updating of Registration Details

- **Ongoing Updates:** Parents and guardians must inform the school of any changes to the registration details, such as contact information, medical conditions, or any other details that might affect the student's participation in school activities.
- **Annual Review:** The school may ask parents to review and update the registration details on an annual basis to ensure the information remains accurate and current.

4. Communication with Parents

- **Clear Instructions:** Parents will receive clear instructions on how to complete the registration form, and a reasonable timeframe will be provided for submitting the required documents before the student begins school.
- **Support Available:** If parents encounter any difficulties or have questions about the registration form, the school will offer assistance through the school office or via email.

5. Consequences of Non-Registration

- **Exclusion from School Activities:** If the registration form has not been submitted, the student will not be allowed to attend classes or participate in school activities. They will be asked to stay at home until the form is submitted.
- **Potential Delays in Admission:** Failure to submit the form could cause delays in the child's admission process and may affect their integration into the school community.

2. Moving Classes Based on Assessment of Appropriate Level

1. Age Requirements for Entry into School

a) Nursery School:

- Children must be **4 years old** by **31st August** in the academic year they are enrolling to join the Nursery at **LGS**.
- This ensures that children are developmentally ready for early childhood education, giving them a strong foundation for future learning.

b) Primary School:

- Children must be **6 years old** by **31st August** in the academic year they are enrolling to join the Primary School at **LGS**.
- This age requirement ensures that students have reached an appropriate developmental stage for formal education in primary school.

2. Criteria for Assessment of Appropriate Level and Moving Classes

A student's eligibility for a class change will be assessed based on the following criteria:

- **Assessment of Knowledge and Skills:** Regular formative and summative assessments will be used to evaluate students' academic performance in key areas such as Greek language, literature, history, and culture. If a student demonstrates consistent high performance or struggles to meet expected standards, they may be considered for a class change.
- **Teacher Observations:** Teachers will observe students' participation, quality of work, and progress in the current curriculum. These observations help determine if a student would benefit from a more challenging or supportive class environment.

3. Process for Assessing Appropriate Level and Moving Classes

a) Continuous Monitoring: Throughout the school year, students will undergo regular assessments, including tests, projects, classwork, and teacher observations. This ongoing monitoring helps identify if a student is ready for a class change or needs further support.

b) Initial Assessment: If a potential class move is being considered, the first step is to assess the student's academic performance, language proficiency, and social-emotional development. This may include:

- Reviewing recent assessments or test results.
- Discussing the student's progress with the current class teacher(s).

c) Consultation with Teachers and Parents:

- If a class move is deemed appropriate based on the assessment, the school will arrange a meeting with the student's parents or guardians to discuss the findings. This meeting will include:
  - A discussion of the reasons for the proposed class movement.
  - An explanation of how the new class will benefit the student.
  - Addressing any questions or concerns the parents may have.
- Teachers will also be consulted to ensure that the move aligns with the student's learning style and needs.

d) Decision and Communication:

- The school's leadership team, in consultation with relevant staff, will make the final decision regarding the class move based on the assessment results.

- Parents will be informed of the decision and the reasons behind it in writing, with a follow-up meeting scheduled to discuss any additional support the student may need during the transition.

e) Transition Plan:
A transition plan will be developed for students moving to a new class. This plan will include:

- A meeting between the student and their new teacher to establish rapport.
- Introduction to the new class setting and classmates to facilitate the transition.
- Additional support from teaching assistants or other staff, if necessary, during the transition phase.
- Ongoing monitoring of the student's progress in their new class to ensure the move is successful.

4. Monitoring and Evaluation After the Class Move

After the class move, the student's progress will be closely monitored through:

- **Ongoing Assessment:** Regular academic assessments to ensure the student is adjusting well to the new class environment and that their learning needs are being met.
- **Teacher Feedback:** Teachers will provide feedback on the student's performance, behaviour, and engagement in the new class.
- **Parental Feedback:** Parents will be invited to share their observations and concerns regarding the student's adjustment to the new class.
- **Student Feedback:** If appropriate, older students will be encouraged to share their views on the move, providing insight into their own learning experiences.

If it is found that the new class environment is not meeting the student's needs, further adjustments will be considered.

5. Appeal Process

If parents disagree with the decision to move their child to a different class, they have the right to appeal the decision. The appeal process will involve a meeting with the Headteacher to discuss the concerns raised by the parents.

3. Withdrawing During the Academic Year

1. Withdrawal Process

- **Written Notification:** Parents or guardians must inform the school in writing at least **two weeks** in advance of the planned withdrawal date. This allows the school to make necessary arrangements.
- **Exit Interview (Optional):** The school may offer an exit interview to discuss the reasons for withdrawal, gather feedback, and provide any relevant advice regarding future educational options for the child.

2. Financial Considerations

- **Outstanding Balances:** Any outstanding fees for school activities, materials, or trips must be cleared before the student's final day at the school.
- **Refunds:** If a student leaves during the academic year, tuition fees will be charged and/oρ refund will be issued αs stated in section **5.5**.

3. Impact on the School Community

- **Classroom Adjustments:** If the student's withdrawal significantly affects class size or dynamics, the school may need to make adjustments to class structures or reassign students to ensure minimal disruption to learning.
- **Staff Communication:** Teachers and staff will be informed of the student's withdrawal, and appropriate measures will be taken to ensure the departure is managed smoothly.

4. Re-Admission Policy

If parents wish to re-enrol their child at **LGS** at a later date, they must follow the standard enrolment process. Re-admission will be subject to class availability, and the student must meet the school's academic requirements for the relevant grade.

4. Students Arriving Late or Leaving Early

1. Late Arrival and Early Departure Policy

- If a student arrives late to school, they should arrive during **break time** if they miss the usual arrival time.
- The **parent or guardian** is responsible for ensuring their child arrives at school safely and on time.
- If a student arrives late regularly, the school will contact the parents to discuss the issue and offer support if necessary.

- If a parent needs to collect their child early, they must **inform the headteacher** and the **class teacher** in advance. This should be done via **email**, or **message**, or **phone call (at least one written form of notification is mandatory)**, preferably **the day before** or **on the morning** of the child's early departure.
- Parents must **complete a form** with details of the early departure, including the time, reason, and any special instructions. The form can be obtained from the school.

2. Collection by Another Person

- If someone other than the parent is collecting the child, the parent must inform the **headteacher** and the **class teacher** in advance.
- This information should be provided through **email**, **message**, or **phone call** to ensure the school is aware of who will be collecting the child.

3. Leaving Without Prior Notification

- If a student needs to leave early **without prior notice**, the parent or guardian must **wait outside the school** while the teacher follows the proper procedures. This allows the teacher to confirm the early departure and ensure the child's safety.
- The **Headteacher** and the teacher will complete all necessary steps to ensure the child's safe departure. The parent will be informed of any further actions required.

4. Emergency or Unexpected Situations

In cases of emergency or unexpected situations where a parent needs to collect their child without prior notice, they should contact the school as soon as possible. The school will make arrangements for the child's early departure while ensuring that safety and security procedures are followed.

5. Fee Policy

1. Tuition Fees

The following tuition fees apply to students enrolled at Leicester Greek School:

- **Nursery & Reception: £380 per year**
- **Primary School (Years 1–6): £380 per year**
- **Pre-GCSE, GCSE 1 & GCSE 2: £400 per year**
- **A-Level: £480 per year**
- **Adult Classes: £430 Per year (10 Classes per term) + £20 Registration Fee**
- **Online Private Lessons (up to 2 students per class): £925 per year**

2. Additional Charges

Materials and Resources: The LGC provides all the required learning material and consumables needed. In exceptional cases that extra resources are needed for specific activities (excursions etc) an ad hoc payment will be requested and communicated in advance with the parents/guardians.

3. Discounts

- **Two Children Discount:** Families with two children attending **LGS** will receive a discount of £110 per year (equivalent to £30 per term).
- **Three Children Discount:** Families with three children attending **LGS** will receive a discount of £120 per year (equivalent to £40 per term).

4. Refunds

- **Withdrawal from the School:**
  - If a student withdraws before the term begins, the fees for that term will be refunded in full, minus a £20 administration fee.
  - If a student withdraws after the term has started, no refund will be issued for that term.
- **Exceptional Circumstances:** In cases of serious illness or extenuating circumstances, a request for a partial refund or deferral may be considered at the discretion of the **LGSC**.

5. Payment Methods

GoCardless: Parents or legal guardians & Adults will need to sign up to GoCardless which is a Direct Debit service via this link: https://pay.gocardless.com/BRT0002YJ49AZ98

6. Fee Adjustments

The **LGSC** reserves the right to adjust fees annually. Any changes to the fee structure will be communicated to parents and students before the start of the new academic year.

7. Payment Terms and Conditions

By enrolling at **LGS**, parents or guardians agree to the terms outlined in this fee policy. Any updates or changes to the policy will be communicated to the school community promptly.

8. Queries and Disputes

If there are any queries regarding fees, or in the event of a dispute, parents or students are advised to contact the school office. The issue will be reviewed and resolved by the school administration as quickly as possible.

6. Health and Safety

1. Health and Safety Objectives

The primary objectives of this policy are to:

- Prevent accidents and promote the well-being of staff, students, and visitors.
- Ensure that the school complies with all relevant health and safety legislation.
- Maintain a safe and clean environment, both within the school and in its external spaces.
- Protect the safety of students and staff during movement between school areas and to external venues, such as the church or yard.

2. Responsibilities

a) The Headteacher is responsible for the overall health and safety of the school. This includes:

- Ensuring that all safety protocols are adhered to.
- Overseeing the safety of both indoor and outdoor spaces.
- Ensuring that teachers are trained and aware of their responsibilities in maintaining a safe environment.

b) The Health and Safety Officer of the **LGSC** is responsible for:

- Conducting regular risk assessments of the school's internal and external areas.
- Ensuring that safety checks are made regularly.
- Reporting any identified hazards or risks to the Headteacher.

c) Teachers and TAs are responsible for ensuring the safety of students at all times during school hours, including:

- Ensuring that the building is in good condition and ready for students at the beginning of each shift.
- Ensuring that all routes taken by students, including those to external areas, are safe and free from hazards.
- Supervising students when they move from the school building to the yard, the grass area near the church, and the church itself.
- Completing a **Safety Checklist** to confirm that the outdoor areas are safe before allowing students to go outside.
- Not bring banned items at school as defined in GOV UK (https://www.gov.uk/school-behaviour-exclusions/searches). In the opposite case the LGS holds the right to end the contract with the teacher or TA and inform the police.

d) Students must:

- Follow health and safety rules and guidelines when moving through the school or to external areas.
- Report any hazards they notice to a teacher or staff member.
- Be mindful of their own safety and that of others when walking through the school or to the church or yard.
- Not bring banned items at school as defined in GOV UK (https://www.gov.uk/school-behaviour-exclusions/searches). In the opposite case the LGS holds the right to stop the participation of the student and inform the police.

e) Visitors to the school must:

- Comply with the school's health and safety procedures while on site.
- Follow any instructions given by staff for their own safety.
- Report any health and safety issues they observe to a member of staff.

- Sign in and out.
- Not bring banned items at school as defined in GOV UK (https://www.gov.uk/school-behaviour-exclusions/searches).

3. Paidonomia Structure for Teachers

To maintain high standards of education and safety, **LGS** has established a Paidonomia Structure that outlines the roles, responsibilities, and expectations for teachers regarding teaching, student supervision, and health and safety.

Teacher Roles and Responsibilities

a. Classroom Teacher: Each teacher is responsible for providing instruction in their subject area while ensuring a safe and inclusive learning environment. Their responsibilities include:

- Ensuring classroom safety by keeping pathways clear, managing equipment safely, and supervising students during class.
- Being proactive in identifying and reporting potential hazards within the classroom.
- Ensuring students are engaged and productive, maintaining discipline during lessons.

b. Teaching Assistant (TA), LGSC and Volunteers: Teaching Assistants support classroom teachers by:

- Assisting students individually or in groups.
- Helping maintain a safe learning environment and supporting classroom management.
- Supervising students during transitions, including moving between classrooms and outdoor areas.
- Stepping in to address safety concerns or incidents if necessary.

Teachers are expected to:

- Strictly follow the Paidonomia Structure and ensure that health and safety measures are incorporated into all aspects of their role.
- Adhere to health and safety guidelines, especially during outdoor activities and when moving between different school areas.
- Complete regular health and safety training, including fire drills, first aid, and emergency procedures.
- Regularly assess classroom safety, ensuring a secure environment before each shift.
- Communicate effectively with staff members to uphold safety measures throughout the school.
- Participate in school-wide safety checks, especially during transitions between areas (e.g., from the school to the yard, grass area, or church).

Once the checklist has been completed and all areas are deemed safe, the teacher or TA should confirm that it is appropriate for students to proceed outside. If any issues are identified, they should be reported immediately to the Headteacher or Health and Safety Officer for further action.

4. Emergency Procedures

In the event of an emergency, the following procedures will be followed:

- **Evacuation:** All students and staff must evacuate the building calmly and quickly in the event of a fire alarm or emergency.
- **Medical Emergency:** In the event of a medical emergency, a first aider will administer immediate care, and emergency services will be contacted if required.

- **Accident Reporting:** Any accidents or incidents that occur during school hours will be documented in the accident log, and parents or guardians will be notified if necessary.

5. Training and Awareness

All staff, including teachers, will receive regular health and safety training, covering:

- Emergency procedures and evacuation routes.
- Identifying and reporting potential hazards.
- First aid and injury management.
- Supervision and care during movements to external areas such as the yard, grass area, or church.

6. Doors and Kitchen

a. Classroom Doors

- During Lessons: Doors remain closed.
- During Breaks:
  Morning Shift (09:30–13:00): Classrooms may remain closed but do not need to be locked. Afternoon Shift / Afternoon (13:30–17:00): All unattended classrooms must be locked during breaks to stop unsupervised access.
- End of Day: Teachers check windows, electricals, and lock their classroom.
- Final Check: A designated staff/committee member confirms all classrooms are locked before leaving the premises.

b. Kitchen Security

- Access: Restricted to authorised adults only. Students are not permitted inside the kitchen.
- During Use:
  - All appliances must be always supervised.
  - Food safety and hygiene rules must be followed.
- After Use:
  - Switch off/unplug appliances.
  - Turn off taps.
  - Clean surfaces.
  - Lock the kitchen door if unattended.
- End of Day:
  -Ensure the fridge/freezer is shut.
  -Confirm all appliances are off.
  - Lock the kitchen door.

c. Removal & Storage of Dangerous Items

To protect students from injury:

- All scissors, knives, and sharp utensils must be stored in a locked cupboard or drawer when not in use.
- All cleaning products, chemicals, and hazardous substances must be clearly labelled, kept out of children's reach, and stored in a locked cupboard.
- Staff must ensure no dangerous item is left unattended in classrooms or the kitchen.

d. Emergency Situations

- Fire/Evacuation: All doors remain unlocked while people exit.
- Lockdown: All classroom and kitchen doors must be secured immediately.

Responsibilities

- Teachers: Ensure classrooms are safe and secure; remove dangerous items.
- Assistants/Volunteers: Support teachers with safety checks.
- Kitchen Users: Follow kitchen safety and hygiene rules.
- Committee/Designated Staff: Perform final end-of-day safety checks across classrooms and the kitchen.

7. Food Policy

1. Policy Statement

- **Nuts** (including but not limited to peanuts, almonds, cashews, walnuts, and hazelnuts) are strictly prohibited in all food and snacks brought into the school by students, staff, and visitors. Nut-based products such as peanut butter, nutella, and any items containing nuts as ingredients should not be consumed or brought onto school property.
- **No Food Sharing**: To further reduce the risk of accidental exposure to allergens, students, staff, and visitors are not permitted to share food within the school. This includes sharing snacks, lunch items, or homemade food.

- Food and drinks that are designated forbidden at school in general and/or explicitly below 18years old, e.g. energy drinks, alcohol etc. (see the UK GOV regulations: https://www.gov.uk/school-behaviour-exclusions/searches, https://www.gov.uk/government/news/ban-on-selling-high-caffeine-energy-drinks-to-boost-kids-health)

2. Responsibilities

- **Headteacher:** Ensures the policy is implemented and communicates the policy to all school stakeholders, including staff, students, and parents.
- **School Staff:** Are responsible for educating students about the importance of the policy, ensuring food brought into the school is safe, and monitoring compliance with the No Food Sharing rule.
- **LGSC/Parents/Carers:** Are expected to support the policy by ensuring that their children do not bring nuts or nut products to school and by not sending food that requires sharing.
- **Students:** Students must follow the policy by not bringing nut products to school and by refraining from sharing food with others, even if they believe it is safe.

3. Food and Snack Guidelines

- **All snacks and packed lunches** brought into the school by students must be nut-free. Parents and carers should carefully check labels and ingredients to ensure food does not contain nuts or traces of nuts.
- **School Events:** For school events, such as social gatherings, birthdays, and celebrations, the school will ensure that no nut-based products are included in the menu. Parents will be asked to provide nut-free food for their children during special events.
- **No Food Sharing:** Students are prohibited from sharing food with one another to avoid potential cross-contamination or allergic reactions. This rule applies to all food, including snacks and lunch items.

4. Allergy Management

- **Nut Allergy Awareness:** The school will educate staff and students about the symptoms of nut allergies, the importance of avoiding exposure, and how to handle allergic reactions.
- **Emergency Action Plan:** In case of an allergic reaction, the school will follow its established **Allergy Emergency Action Plan**, which includes administering the necessary medication (e.g., an epinephrine auto-injector) and notifying emergency services.
- **Communication:** Parents must inform the school of any allergies their child may have, particularly nut allergies. This information should be provided at the time of enrollment or as soon as an allergy is diagnosed.

5. Education and Training

- **Staff Training:** All staff will receive annual training on managing food allergies, including recognising the symptoms of an allergic reaction and the appropriate emergency response.
- **Student Education:** Students will be educated about food allergies and the importance of following the Free Nuts and No Food Sharing policy. This education will promote understanding, empathy, and safety within the school community.

6. Enforcement

To ensure compliance with this policy, the following measures will be taken:

- **Monitoring:** Staff will monitor students to ensure that food brought into the school complies with the Free Nuts policy and that the No Food Sharing rule is respected.
- **Non-compliance:** If a student does not comply with **(1)**, the school will inform the parents immediately and ask that the food be removed. A repeat violation may result in a meeting with the parents to discuss the matter further and reinforce the importance of the policy.
- **Parental Responsibility:** Parents are responsible for ensuring that they pack safe, nut-free food for their children and communicate any concerns or questions to the school.

8. Mobile Phone Policy for Students and Teachers

Students:

- **Mobile phones** must be switched off or set to silent mode during school hours.
- Phones should be kept in **bags** and must not be used in classrooms unless specifically directed by the teacher for **educational purposes**.
- If a student needs to make an urgent call, they must ask the teacher for permission and use the **school phone**.
- The school is not responsible for any **lost or damaged phones**.
- If a student is found using their phone inappropriately during lessons or school activities, the phone will be confiscated, and the **parent or guardian** will be contacted to arrange collection.

Teachers:

- Teachers should ensure their mobile phones are kept on **silent** or **vibrate** mode during lessons and school activities.
- Phones should only be used during teaching hours for **educational purposes** or in case of an **emergency**.
- Teachers should avoid using their phones in front of students unless necessary for lesson planning, communication, or other essential tasks.
- If a teacher needs to make an urgent call, they should use the **school phone**.
- Teachers are encouraged to set a good example by using their phones appropriately and ensuring their use does not disrupt the learning environment.

9. Safeguarding children (restricted admission to adults)

1. Access Control Procedures

In the school premises, during school hours authorised access is given to the adults below. **No other adults are allowed at school premises:**

- staff (teachers, teaching assistants), enhanced DBS mandatory.
- LGSC members, DBS mandatory.
- registered parent volunteers, signed form (see Annex) and DBS mandatory.
- parents (when applicable, e.g. parents' evenings and LGS celebrations) following the procedure detailed below.

To prevent unauthorised access and ensure the safety of all on-site, the following procedures will be enforced:

- **Main Entrance Monitoring:** The main entrance will be monitored at all times by a staff member or member of the LGSC or a parent volunteer. Any individual wishing to enter the school must use the main entrance and gain approval from the staff member on duty.
- **Visitor Registration:** All visitors, including parents, contractors, or others, must sign in at the school office upon arrival. They may be asked to present identification and state the reason for their visit.
    - **Accompanied by Staff:** Visitors will be escorted to their destination within the school by a staff member and must remain supervised at all times.
- **Parent/Guardian Pick-up and Drop-off:** Parents or guardians must adhere to designated pick-up and drop-off procedures. Any individual not listed as a parent or guardian must provide written permission from the parent or guardian to collect a child.

2. Security Measures

- **Locked Gates and Doors:** All gates and doors to the school premises will be locked during school hours. Access will only be permitted via the main entrance, where visitors must sign in.
- **CCTV Monitoring:** Security cameras will be placed out of the school building to monitor who enters and exits the school.

3. Procedure for Unauthorized Individuals on School Premises

If an unauthorised individual is found on school grounds, the following actions will be taken:

- **Approach and Identification:** A staff member will approach the individual and politely request identification. If the person is not authorised or cannot provide a valid reason for being on school property, they will be escorted to the main entrance.
- **Notification:** If there is any concern about the individual's presence, the school leadership or security staff will be notified immediately. The police may be contacted if the situation escalates.
- **Escorting Off the Premises:** If the person is found to be a stranger without a legitimate reason to be on school grounds, they will be escorted off the premises by staff or security personnel.

4. Communication with Parents and Guardians

- **Alerting Parents/Guardians:** If an unauthorised person attempts to enter the school or is found on the premises, parents and guardians will be notified promptly. The school will communicate any necessary actions taken to ensure safety.
- **Emergency Procedures:** In the event of an emergency involving a stranger, parents will be contacted immediately, and the situation will be managed according to the school's emergency protocols.

5. Staff Responsibilities

- **Vigilance:** All staff members must remain vigilant and report any suspicious behaviour or unauthorised individuals. Staff should challenge anyone not wearing identification or who has not signed in at the main office.
- **Training:** Staff will receive regular training on handling situations involving unauthorised individuals and security threats. This training will include guidance on approaching strangers, reporting suspicious activities, and following security procedures.

6. Enforcement of the Policy

- **Consequences of Non-Compliance:** Any staff member, parent, or visitor who fails to follow the procedures outlined in this policy may be subject to disciplinary action or denied entry to the school.
- **Review and Updates:** The school leadership will review this policy annually to ensure it remains effective and aligned with current best practices in school security. Any updates will be communicated to staff, parents, and guardians.

10. Complaint Procedure

1. Dealing with a complaint: Follow the 7 steps

Step 1: Informal Resolution

We encourage you to address the issue informally first:

- For **academic concerns** or teaching issues, speak with the **Headteacher**.
- For other concerns, speak with the **Headteacher, teacher or the LGSC** involved.
- For complaints about a **teacher**, first talk to the teacher. If you are uncomfortable, you can approach the **Headteacher**.

We aim to resolve informal complaints within **5 working days**.

Step 2: Formal Complaint

If the issue is not resolved informally, you can submit a written complaint via email or letter to the Headteacher.

- Please include details such as the issue, people involved, dates, and any supporting evidence.
- We will acknowledge your complaint within **3 working days**.

Step 3: Involvement of the LGSC

If the issue is not resolved by the **Headteacher,** or if you are dissatisfied with their response, the matter will be referred to the **LGSC**. The **LGSC** will aim to resolve the issue within **10 working days**.

Step 4: Involvement of the Community Council

If the issue is not resolved by the **LGSC**, or if you are dissatisfied with their response, the matter will be referred to the **Community Council**. The **Community Council** will aim to resolve the issue within **10 working days**.

Step 5: KEA (Higher Authority)

If the **Community Council** cannot resolve the issue, it will be escalated to **KEA** (or another appropriate higher authority).

Step 6: Final Response

Once the relevant authority has reviewed the complaint, they will investigate and provide a written response within **10 working days**.

Step 7: Appeal

If you are not satisfied with the outcome, you can appeal. Write to the **school board**, and they will review the case and respond within **10 working days**.

2. Dealing with a complaint about the Headteacher or the LGSC:

- **Complaint About the Headteacher**

If you have a complaint about the **Headteacher**:

- **For Teachers**: Teachers should raise concerns with the **LGSC**, who will investigate and respond within **10 working days**.
- **For Parents**: Parents should send their complaint to the **LGSC**, who will investigate and respond within **10 working days**.

- **Complaint About the LGSC**

If your complaint concerns the **LGSC**, please contact the **Chairperson of the LGSC**.

- The Chairperson and the Community council will investigate and respond within **10 working days**.
- The Chairperson and the Community council will make a final decision as soon as possible**.**

3. Condition

- All complaints will be handled confidentially, and information will only be shared with those who need to know to resolve the issue.
- If you need assistance during the complaint process, you may bring a friend, family member, or another representative for support.
- We will keep a record of all complaints for **at least 12 months** to help improve our services.

11. General Data Protect Regulation (GDPR)

1. Data collection and purpose: Upon the completion of a student registration form (manually or electronically) or a contract, LGS is given the consent to collect and process personal and sensitive data as required by GDPR and UK Laws. The LGS data protection policy applies to students, parents, contractors, KEA employees and suppliers, and covers how LGS uses personal and confidential information. Types of data held may include and are not limited to contact details, dates of birth, assessment results, attendance, medical data, safeguarding information, photographs & videos. Personal data are used to:

- assign students to appropriate learning levels,
- monitor medical/allergy details,
- contact in emergencies,
- send updates and event information,
- communicate fees and finances, and
- organise external school activities.

2. Storage: Personal data are stored securely within the LGS internal systems (computer or paper records) and accessed only by LGSC and Headteacher. Leicester Greek School is responsible for the accuracy and safe-keeping of your information. Personal and sensitive data are only kept for as long as required and in compliance with GDPR and UK Laws. Where any personal data is no longer required for its original purpose unless obliged by UK Law, an individual can demand that the processing is stopped and all their personal data is erased by the school including any data held by contracted processors.

3. Data Sharing:

- The LGS does not disclose information over the telephone or email unless the member of staff is sure that they are talking to the parent/guardian. Information will not be disclosed to family and friends unless there is a prior written consent. The LGS does not leave messages with others.
- Images of staff and pupils may be captured at appropriate times and as part of educational activities for use in school only. Unless prior consent from parents/students/staff has been given, the school shall not utilise such images for publication or communication to external sources.
- LGS teachers and the headteacher have access to the students' records. Only when necessary some information may be shared with the LGSC. Anyone with access to your child's records is governed by a legal duty to keep their details secure, accurate and up to date.
- A parent/guardian has the right to see their child's records after placing an inquiry to the headteacher.

4. Data sharing (authorities): Personal data of students will not be disclosed to third parties without the consent of the child's parent/guardian, unless it is obliged by law or in the best interest of the child. Data may be disclosed to the following third parties without consent:

<u>Police and courts</u>
If a situation arises where a criminal investigation is being carried out the LGS may have to forward information on to the police to aid their investigation. The LGS will pass information onto courts as and when it is ordered.

<u>Social workers and support agencies</u>
In order to protect or maintain the welfare of its students, and in cases of child abuse, it may deem necessary for the LGS to pass personal data on to social workers or support agencies.

<u>Health authorities</u>
As obliged under health legislation, the LGS may pass on information regarding the health of children in the school to monitor and avoid the spread of contagious diseases in the interest of public health.

<u>Educational division</u>

LGS is required to pass data on to its governing body the Cyprus Educational Mission (KEA) in the UK in order to help monitor the educational system and enforce laws relating to education.

LGS Policy Review

The LGSC, in collaboration with the Headteacher, will review all the aforementioned procedures regularly to ensure they remain effective. Any changes will be communicated to the school community.

Policy update

Updated and Signed at Leicester on 2/10/2026

Headteacher: **Maria Symeonidou**

Chair of Leicester Greek School Committee: **Georgios Anastasakis**

12. Annex A-Adult Volunteer Consent Form

Leicester Greek School - Adult Volunteer Consent Form

Parent/Guardian Information:

- Full Name of Parent/Guardian: _____
- Relationship to Student: _____
- Contact Number: _____
- Email Address: _____

DBS Check Information

I agree to provide in advance a DBS certificate, which is mandatory to enter and stay at school premises. If I do not already hold a valid DBS certificate, I understand that I can apply for one through the school.

Consent for Volunteer Work

I agree to follow the policy and regulations of the LGS during my volunteering work.

Signature of the parent/guardian volunteer:

Date:

For School Use Only

Received by the LGSC:

Date:

13. Annex B-Minor Volunteer Consent Form

Leicester Greek School - Minor Volunteer Consent Form

Student Information:

- Full Name of Student: _____
- Date of Birth: _____
- Emergency Contact Name: _____
- Emergency Contact Number: _____

Parent/Guardian Information:

- Full Name of Parent/Guardian: _____
- Relationship to Student: _____
- Contact Number: _____
- Email Address: _____

DBS Check Information

As my child is under 16, no DBS check is needed right now. When my child turns 16, this agreement will be updated, and a DBS check may be required for certain volunteer work.

Consent for Volunteer Work

I agree and consent for my child to volunteer at Leicester Greek School as part of _____.

Signature of the parent/guardian:

Date:

For School Use Only

Received by the headteacher:

Date: