

SCHOOL REGULATIONS

INFORMATION HANDBOOK

JERUDONG INTERNATIONAL SCHOOL



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ACADEMIC HONESTY POLICY

"An authentic piece of work is one that is based on the pupil's individual and original ideas with the ideas and work of others fully acknowledged. Therefore all assignments, written or oral... must wholly and authentically use that pupil's own language and expression. Where sources are used or referred to, whether in the form of direct quotation or paraphrase, such sources must be fully and appropriately acknowledged". *Academic honesty: guidance for schools. 2003. International Baccalaureate Organisation*

Jerudong International School seeks to maintain a culture of academic honesty. All staff and pupils at JIS should respect intellectual property, which is any work created by another person, and understand the difference between collaboration and collusion.

Academic Dishonesty can be described as:

- Cheating – copying another's work, either paper or electronic, such as homework, class work, or answers to a test.
- Collusion – passing information related to a test or allowing someone else to copy your work.
- Plagiarism – the representation of the ideas or work (written work, works of art, such as music, film, theatre, dance, and visual arts) of another person as one's own without acknowledging the original author.

The classroom teacher in charge is responsible for determining if cheating has occurred. Pupils who are found to be in violation of the Academic Honesty Policy will be subject to disciplinary action as follows:

- a pupil will receive a zero on the assignment.
- a teacher will contact the parent or guardian and warn them of possible consequences for subsequent offences.
- grades may be lowered by one or more grades at the teacher's discretion.
- Head or Deputy Head of School may meet with parent or guardian, pupil and teacher.
- a pupil may receive a comment about cheating in their report.
- a notice stating that a pupil has committed offences against the Academic Honesty Policy of the school may be placed in his/her file.
- in serious cases, the pupil may be suspended from school.

The School subscribes to software called Turnitin which checks for plagiarism. Each piece of coursework at GCSE is checked using this software. In Year 10, students sign a contract stating that they understand that GCSE coursework is a form of external assessment and that plagiarism and collusion may be reported to the examination board.

Teachers will also make use of Turnitin to check other assignments when they suspect that students have plagiarised work or colluded with one another.

ANTI-BULLYING POLICY

Regrettably bullying occurs from time to time in every school and we must do everything we can to combat it. All members of the JIS community are valued as individuals and have the right to feel safe and happy. Bullying cannot be tolerated and all members of JIS staff, students and parents work together to prevent bullying or to deal with it effectively when it does occur.

What we consider bullying

Bullying is different from ordinary conflict or teasing, rough-and-tumble or schoolyard fights. What makes it different is that the incidents are ongoing and there is usually some form of imbalance of size, strength or age between the children involved. The bully may have acquired power because other children side with him or her.

Bullying is deliberate and repeated over time. It is difficult for those being bullied to defend themselves and for those who bully to reform their behaviour.

Bullying may take many different forms. It may be:

- **Verbal:** name calling, offensive language, threats, banter, hurtful teasing, racist comments, "nuisance" phone calls.
- **Physical:** hitting, punching, kicking, scratching, tripping, spitting, pushing, shoving, fighting, inappropriate gestures, use of weapons, stealing, hiding or damaging personal effects, offensive notes, offensive emails and texting, graffiti, any other invasion of personal space.
- **Social:** a child is repeatedly ignored, excluded, ostracized or alienated.
- **Psychological:** a child maybe the victim of rumours, malicious gossip, stalking or dirty looks.
- **Cyberbullying:** misuse of the internet and mobile phones.

Preventing bullying from happening

JIS aims to equip students with the resilience to enable them to make the right choices and stay safe. As part of the PSHE programme pupils are educated about bullying as well as decision making, self-awareness, self esteem and peer pressure. The 'hidden' curriculum of pastoral care, the values and ethos of the school provide a broad educational and protective environment for pupils.

What parents can do to help if a child says he/she is being bullied:

- Stay calm and avoid any angry or emotional response.
- Listen and ask questions to encourage your son/daughter to talk about the problem: using 'who', 'what', 'where', 'when', 'how' will help you gather information without your child feeling pressured.
- Support and reassure your son/daughter – he/she has done the right thing in telling you. He/she has the right to feel safe in school.
- Problem solve: what would make the situation better? Talk through how your son/daughter could handle the situation. For example:
 - your son /daughter could speak to a member of staff.
 - your son/daughter could tell his/her friends.
 - try to avoid the 'bully' times and places – get to class first, play in another area.
 - try to avoid being alone – there is strength in numbers.
 - try to stand up to the bully, calmly and strongly – tell them what they are doing is not funny .
 - walk away from the situation to somewhere he/she feels safe.
- Make a note of what your child says, who was involved, how often the bullying has occurred, where it happened, and what has happened.
- If the problem persists, make an appointment to see the tutor, Head of Year, Head of School or the counsellor and explain the problems your child has told you about.
- Avoid action such as phoning the parents of the bully and discussing the matter with other parents, as this can inflame the situation and make the problem worse for your child.
- Contact the school straight away if the issue remains unresolved.

Some tell-tale signs:

- change in behaviour, for example, outbursts of temper, withdrawal, unexplained tears, depression, illness and a noticeable decline in a child's attitude to school and standard of work.
- not wanting to go to school.
- avoidance of social situations involving pupils.
- damaged or missing clothing or belongings.
- wanting to change the route to and from school.
- Unexplained bruises or scratches.

Many children may be involved in bullying at some time or another during their education because they do not know it is wrong. They copy older siblings or others they admire. They have not learnt other, better, ways of mixing with their school friends. They feel strong and powerful or they are going through a difficult time and acting out aggressive feelings.

It is common for children who have been bullied themselves to bully others.

What JIS will do when bullying is reported:

- The School will never ignore suspected bullying.
- Staff informed of a bullying incident will report it to the Head of School.
- It will be investigated by talking to everyone concerned. Staff will listen carefully to what everyone has to say and not make assumptions.
- A written record will be kept.
- The incident may be referred to other members of the senior staff and to the pupil's tutor.
- If the incident is of a particularly serious nature or repeated, the Principal or the Deputy Principal will be informed.

When bullying is found to have occurred action will be taken to:

- ensure the immediate safety and well being of those involved.
- provide on-going support and counselling for the individual being bullied.
- Ensure that the individual responsible for the bullying learns that this behaviour is unacceptable by;
 - counselling the individual so they understand bullying.
 - providing further support to rectify behaviour if required.
 - ensuring the individual knows the consequences of further bullying.
 - disciplining the offender if appropriate.
 - involving parents.

If bullying continues, disciplinary action may involve:

- an interview with pupils and/or parents and/or staff by the Deputy Head or the Head of School.
- probation, suspension or, in extreme cases, expulsion.

CHILD PROTECTION

JIS is concerned to have proper child protection procedures in place in order to ensure the welfare and safety of the pupils in our care. The school is guided in this by the *United Nations Convention on the Rights of the Child* (1989 - ratified by Brunei in 1995) and Brunei legislation (Children Order (2000) and the Children and Young Person Order (2006)). The School follows the guidelines of the Independent Schools Inspectorate which monitors conditions in all HMC schools. The School realises it must deal sensitively with these issues and take into consideration and respect the points of view of all cultures and traditions.

What is child abuse?

A person may abuse a child by causing them harm, or by failing to prevent harm. The abuse may be physical, emotional, sexual, or through neglect.

JIS has a child protection policy (available on request) which describes three main dimensions of practice:

- **Prevention** through teaching and pastoral support offered to pupils. Prevention through standard procedures of screening all staff recruited to JIS.
- **Procedures** for identifying and reporting suspected cases of abuse.
- **Support** for students who may have been abused or maybe experiencing abuse.

Prevention

Thankfully, the vast majority of pupils and staff will not experience the trauma of abuse. However, in the course of their daily contact with children, staff are well placed to notice the outward signs when it does occur. The development of high self-esteem, confidence, supportive friends and good lines of communication with a trusted adult also aid prevention. As such, the School undertakes to:

- establish and maintain an environment where children feel secure, are encouraged to talk, and are listened to.
- ensure children know that there are adults in the school whom they can approach if they are worried.
- include opportunities in the PSHE curriculum for children to develop the skills they need to recognise and stay safe from abuse.
- provide opportunities for training in child protection for all staff.

Procedures

The School has a designated person to lead child protection who is trained in this area and liaises with local agencies. This is the Deputy Principal. In the event of the Deputy Principal being absent from school, concerns should be reported to the relevant Head of School or the Principal. A reported concern, disclosure or allegation will be assessed carefully, confidentially and individually. Action taken aims to hold the welfare of the child as paramount and to adhere to local Bruneian legal requirements.

The local agency concerned with child protection is the Department of Community Development, under the Ministry of Culture, Youth and Sport. It provides a public 'hotline' telephone number for reporting concerns about child welfare (office hours).

Hotline (141)

In the event of a pupil needing medical assessment or care, he/she should be taken directly to RIPAS for the specific attention and care of the Action Team on Child Abuse. The School has a legal responsibility to report serious child protection concerns to the Department for Community Development (*Children and Young Person Order, 2006*)

Most pupils from the Garrison are protected under UK Child Protection law and for Garrison children, the Garrison social worker is the person contacted by the school counsellor.

Protection of Informants

The school recognises that an individual who reports that a child is in need of protection does so in the belief that they are doing the right thing. Brunei legislation reflects this (*Children Order, 2000*).

COUNSELLING

In this world of rapid change, life can be very stressful for children and young people. The World Health Organisation estimates that one in three people will experience a mental health issue at some point in their lives and so it is realistic to expect that some of our pupils will experience emotional difficulties. If not addressed, these can impede their well being and academic progress.

Counselling at JIS is an integral aspect of the pastoral care and is available for all pupils. The counsellors work as fully integrated members of the school providing a resource for the whole school community. There are many ways in which they may have contact with pupils, from PSHE lessons to participating in ASAs and assemblies, or simply through chatting in the canteen or at the Boarding House. A pupil may attend a one 'drop-in' session or a series of planned meetings.

'Counselling is a way of enabling choice or change, or of reducing confusion. It does not involve giving advice or directing a client to take a particular course of action' (*British Association for Counselling and Psychotherapy*). Our approach is to prevent issues escalating by providing a 'scaffold' of care around the pupil. At its most effective, counselling not only pupils students through

difficult times, but empowers them to make changes or solve problems in a way that develops emotional competence and results in greater personal confidence. So often social and emotional learning takes place by reflecting on experiences through discussion.

Crucial to the efficacy of counselling is the trust and rapport established between the pupil and the counsellor. Privacy is a vital aspect of this. Pupil confidentiality is negotiated individually. The counsellor can step in to make decisions if required, according to the ethical guidelines of the British Association for Counselling and Psychotherapy. If a situation becomes prolonged and would benefit from on-going counsellor intervention, then we aim to work in partnership with parents and staff with the agreement of the pupil. Where young Junior School pupils are looking for support, it is likely that counselling contact would come about as a result of discussion with parents. Older students seek more independence and look for more privacy: the confidentiality of counselling can be crucial to their accessing support and is much valued by them.

Parents are always welcome to meet the counsellors to discuss concerns or simply to find out more about counselling in school.

DRUGS POLICY

Pupils are not permitted to use or possess any drug prohibited by the laws of Brunei. The School actively discourages the abuse of controlled drugs. All drug related incidents will be treated as serious misconduct. Pupils involved must expect permanent exclusion from the school.

The School recognises that drugs are increasingly available. It aims to develop in students the resilience that will help them to make the right choices and stay safe throughout their lives.

Education and prevention

The School works to prevent drug abuse through the education of pupils, teachers and parents.

Pupils are educated about drugs as part of the PSHE curriculum. There is a focus both on practical knowledge about drugs as well as interpersonal skills and personal development. Issues broached include decision making, self-awareness and peer pressure. Through the ethos and values it promotes, JIS seeks to develop in pupils sensible attitudes. PSHE teaching across the school adopts a frank approach, providing information and discussion opportunities which bring the issues of drugs as a problem of modern society into the open. The aim is to de-mystify drugs and reduce their attraction.

Teachers are educated to detect the physical signs or changes in appearance, attitude and behaviour that result from drug use. Key pastoral staff are also knowledgeable about the equipment used for drug taking. The School provides resources and professional development which reflect current knowledge and strategies.

Parents are encouraged to be vigilant and to participate in the information sessions organised by the School. There will be opportunities to discuss children's health issues.

Intervention

The Principal will be notified immediately should drugs be found on the premises or in the possession of any pupil. Pupils found to be supplying drugs to others in school can expect immediate expulsion. Pupils found to be using drugs will normally be suspended after the first offence and expelled after the second. It will be necessary to report all incidents to the Narcotics Bureau, who follow their own procedures. Pupils who remain at the school after a first offence will be required to undertake a programme of compulsory counselling and a health education programme. The School aims to transform the negative trauma of such an incident into a positive maturing experience of learning and reform for the pupil. Pupils and parents are expected to sign a contract of commitment to complete such a programme

In certain circumstances, as an alternative to expulsion, on the second offence a regime of urine testing may be imposed as a condition of remaining in the school. A positive test will result in immediate expulsion.

DISCIPLINE

We seek to promote good relationships between all members of our community. One of the School's stated aims is that we strive to promote international understanding between all races. It is an expectation that all pupils and teachers respect each other and demonstrate open-mindedness with regard to other cultures and differing religious and social practices. Instances of bullying or racism are rare at JIS, but when they occur, they are treated very seriously. No one cultural group is predominant among the pupil body in any meaningful sense. Although the teachers are generally of Western origin, the expectations of the host community are constantly kept in mind. The idea is that we should celebrate what we all have in common rather than focusing too much on the diversity of our community, interesting as it is. The values by which we live are internationally accepted.

Good discipline at school springs from good relationships. When children are growing up, they naturally make mistakes, overreact and get things out of proportion. Teachers adopt a tolerant attitude to pupils, although occasionally correction is necessary when boundaries have been crossed. When on school journeys to any destination, the spirit of school regulations still applies and a pupil should not expect to take part in a school trip unless he or she is willing to accept that condition.

A range of sanctions exist at the school and these are used sparingly, as need arises. Detentions are used for a variety of offences, including persistent lateness, failure to complete homework tasks on time, disruptive behaviour, rudeness and a lack of respect for

others. A pupil may be suspended for a more serious matter, such as bullying or theft or persistent classroom disruption. Parents will be telephoned before a child is suspended.

The ultimate sanction is exclusion. This is rarely used. A child involved in drug dealing can expect to be expelled (see drugs policy) as can a child who persistently refuses to obey school rules, jeopardizing his own welfare and that of others. Theft is viewed most seriously as it undermines trust within the community. Although JIS is a liberal school, in which much trust is placed in pupils to conduct themselves in a considerate manner, everyone must understand that rules are present for a purpose, namely to protect the welfare and happiness of all.

ICT ACCEPTABLE USE POLICY

As a member of the JIS community pupils have certain responsibilities with regard the appropriate use of the Information and Communication Technology (ICT) provision which includes computers, the school network, the internet, email, digital/video cameras, printers and scanners. Breach of the Acceptable Use Policy may result in the temporary loss of access to email, the Internet or the network. Serious offences may result in the loss of all network privileges, suspension or exclusion from the school.

The School reserves the right to, and does, conduct regular audits of email, Internet access and personal files to ensure compliance with its policies.

Security Access to the network is made using an authorised password. The password must be kept secret. Pupils may not change or delete another pupil's work. All software must be used in strict compliance with licence terms. Copying any software is prohibited. Downloading large files slows internet access for others, therefore all files must be saved as small as possible. Pupils may not change the way computers are set up or save anything that is not part of their school work. If work is saved on to a pen drive or disc, these must be virus checked. Email from unfamiliar or suspicious sources should not be opened. Care must be taken when using school ICT resources such as cameras, videos and scanners.

Privacy The privacy of other users must be respected at all times. Pupils may not read or access another person's work that is saved on the computer network without permission. The internet and email is not necessarily secure and carries the risk of bringing pupils into contact with individuals who may wish them harm. Therefore students should not reveal personal details about themselves or others via the school network.

Decency The network must not be used to break the law or offend other users. Accessing, downloading, sending or producing anything on a computer that might offend others or contravenes school rules is prohibited. Email must be used appropriately. Chain emails, anonymous or threatening messages and other unsolicited mail must not be sent.

INTERNET SAFETY ADVICE FOR PARENTS AND GUARDIANS

The internet is a valuable learning tool which is helpful with homework. Chat rooms are increasingly popular with children wishing to maintain long distance friendships. Associated with this use are certain risks:

- internet bullying.
- contact by paedophiles.

The School strongly recommends certain measures to reduce these risks. There are a few steps that can be taken very easily:

- Discuss the risks with your children in a manner that alerts them, but does not cause undue alarm.
- Install a Net Nanny programme which prevents people from accessing inappropriate material on the internet.
- Install a spam filter.
- Place your computer in a central area of your house.
- When your child is using the computer, check in on them regularly so that you know what they are doing on it.
- Limit the time that children spend on the internet.
- Avoid or at least restrict the use of a web camera.
- If you know that your child is in regular contact with someone they have never met, talk with them about this contact.
- Recommend that your child uses 'safe' chat sites (like MySpace.com).

For further information the BBC provides a useful guide for parents and students. The web site is <http://www.bbc.co.uk/chatguide/>.

Play safe, stay safe!

KEY RULES

All pupils are expected to observe common courtesies and good manners at all times. Their behaviour reflects directly on the reputation of the school and on themselves and their families. Pupils must respect the rights of their fellows pupils to learn, to be safe and to be valued. They must also respect school property and buildings and look after the school. They should use the litter bins and recycling bins provided. Everyone is responsible for keeping the school looking neat and tidy.

Attendance: Pupils are expected to be punctual and to attend all lessons. Upper School and Sixth Form pupils who arrive too late for registration must report to the Student Centre on arrival and sign the Late Book. Junior School and Middle School pupils must

report to their class teacher or tutor.

School hours: School begins at 7.40 am. Pupils should arrive by 7.30 am at the latest. It is essential that pupils attend tutor group and assemblies as important information is often communicated. Pupils must realise the importance of punctuality to lessons throughout the school day.

Absence: After every absence, pupils must bring a note from home to their Junior School class teacher or their tutor which states clearly the reason for any absence. If a pupil is absent for three days or more, a parent should telephone the school to explain the reason for the absence. Attendance at school is compulsory. No leave of absence will be given during term time except in very exceptional circumstances. Where necessary, it is obtainable only from the Head of School. Requests should be written and submitted well in advance.

Parent absence: The School must be informed if a parent is away and left in the care of a nominated adult for any extended period of time. The School must be provided with the contact details of the guardian for the period of absence. Parents must also provide contact details.

Appointments with doctors or dentists: Pupils who need to leave school as a result of sickness or to attend appointments must sign out in the Student Centre. Before an exit pass is issued, pupils will have to produce evidence of the fact that parents are aware that they are leaving school.

Homework: Homework is set regularly by staff according to the homework schedules for each year. Parents are asked to check the homework diary regularly and sign it. Please inform the School if your child seems to be getting too much or too little homework.

Lockers: All lockers must be treated with respect. The tops of lockers must be kept tidy and bags must not be left in the corridors or on benches. Graffiti in any form is absolutely unacceptable and there will be serious consequences for defacing school property.

Valuables: Items of value should be handed in to the security room prior to PE lessons and ASAs. Bags should be left in lockers when they are not needed. The School cannot be held responsible for the loss of expensive items. Please leave them at home.

Chewing gum: Chewing gum is not permitted.

Electronic devices: If pupils have to bring mobile telephones to school, they must remain switched off and in their bags during or between lessons. Other electronic devices such as MP3 players and iPods should not be brought to school and will be confiscated. Sixth Form pupils are allowed to use personal music players in the Sixth Form Centre or the library during study periods or break times only.

Smoking and alcohol: Please remember that smoking offences, alcohol offences and substance abuse will be dealt with very seriously.

Uniform: All students must wear the school uniform in accordance with the published list.

Communication: It is vital that the School has correct contact details on our database. The School conducts periodic checks from time to time but we rely on parents to update us whenever there is change. We do ask you to read the letters we send home carefully and to respond when necessary.

Amah and drivers: Amahs and drivers should not enter the school premises during the school day unless they have express permission to do so. In the event that they are on the premises, they should wear an identity badge at all times.

Pick-ups: Children must be picked up promptly at the end of school if they are not involved in an activity. The School cannot be held responsible for pupils who remain unsupervised on the premises.

Driving to school: Sixth Form pupils who wish to drive to school must obtain formal permission from the Head of Sixth Form.

Car parking: Drivers are asked to take extreme care when driving within the school grounds and obey the instructions of the traffic wardens. Cars may only park in the designated areas. Do not leave your engine running when you are picking up children.

Transmissible medical conditions: A student with an illness that is likely to spread to others should be given the appropriate medical attention and cared for at home. Infectious skin conditions such as impetigo and fungal infections should be covered. Pupils with head lice can return to school after treatment has been commenced. In keeping with Ministry of Health guidelines the School must be notified if a child is diagnosed with a communicable disease such as hand, foot and mouth or chicken pox. Please contact the Health Centre for full guidelines.

Medication: Students are not allowed to keep medication in their lockers or on their person. The only exception to this is medication necessary for immediate first aid response, such as asthma inhalers. The Health Centre is stocked with 'over the counter' medications listed on the Health History form that can be administered, if necessary.

PARENTAL COMPLAINTS PROCEDURE

(All references to a male member of staff here shall be deemed to refer to a female member of staff occupying the same post.)

JIS undertakes to deal with complaints as sympathetically and expeditiously as possible; and to resolve them either to the complainant's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of pupils.

There is a separate Complaints Procedure for Pupils. It alerts pupils to *this* Complaints Procedure for Parents and to the fact that parents may wish to invoke it if they are dissatisfied with the School's handling of a complaint by a pupil.

Heads of School keep a separate file of the parental complaints which come to them. This file includes a record of their responses, actions and other aspects of the outcome of complaints. Heads of Faculty pass on to the Principal their records of complaints. The Principal and Deputy Principal maintain a complaints file similar to that kept by a Head of School. The Principal, or someone delegated by him to do so, will review these records of complaints regularly.

Pupils whose parents make complaints in good faith will not be penalised in any way.

The UK Independent Schools Inspectorate requires JIS to follow a clear procedure when a complaint is made. Because the investigation and response to a complaint can be so time consuming, we ask parents who make a complaint to be clear, at the start of any letter or conversation, that they are making a *complaint* rather than an *observation* about some aspect of administration or welfare. JIS has always dealt swiftly with matters of concern raised by parents and it will continue to do so. The following outlines a formal procedure in the event of an official complaint. We hope that it will be invoked only on rare occasions.

Confidentiality

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the UK Education (*Independent Schools Standards*) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

Stage 1 – Informal Resolution

1. It is hoped that most complaints and concerns will be resolved *quickly* and *informally*.
2. If parents have a complaint or a concern they should normally contact their child's Head of School or appropriate member of staff in the first instance. In the majority of cases, we hope that the matter will be resolved straight away to parents' satisfaction. If the Head of School cannot resolve the matter alone, it may be necessary to consult the Deputy Principal or the Principal.
3. Complaints made directly to a Head of Faculty, Academic Directors, the Deputy Principal or the Principal will usually be referred to the Head of School unless the Head of School, Academic Directors, Deputy Principal or Principal deems it appropriate to deal with the matter personally.
4. The Head of School will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within five working days, or in the event that the member of staff and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of the Parental Complaints Procedure.

Stage 2 – Formal Resolution

The Principal may delegate responsibility at this stage to another senior member of staff (normally the Deputy Principal). All references to 'Principal' under Stage 2 shall therefore automatically be taken to include the Deputy Principal where appropriate.

1. If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Principal. The Principal will decide, after considering the complaint, the appropriate course of action to take.
2. In most cases, the Principal (or his nominee) will meet or speak to the parents concerned, normally within five working days of receiving the complaint, to discuss the matter. Every attempt will be made to reach a resolution at this stage.
3. It may be necessary for the Principal (or his nominee) to carry out further investigations.
4. The Principal (or his nominee) will keep written records of all meetings and interviews held in relation to the complaint.
5. Once the Principal (or his nominee) is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal (or his nominee) will also give reasons for his decision.
6. If parents are still not satisfied with the decision, they should proceed to Stage 3 of the Parental Complaints Procedure.

Stage 3 – Appeal Hearing

1. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they should write to the Secretary to the Board of Directors (who has delegated responsibility, as Clerk to the Appeal Panel of the Board of Directors, for calling hearings of that Panel) setting out the grounds for their appeal.
2. This procedure also applies in cases where parents wish to appeal against the permanent exclusion of their son or daughter from the school.
3. The Principal will report all such exclusions immediately to the Chairman of the Board of Directors.
4. An appeal must be requested within ten (10) working days of the decision given under Stage 2 of the Parental Complaints Procedure or notification of the dismissal of the pupil.
5. The matter will be referred to the Appeal Panel for consideration. The Panel will consist of *at least three persons not directly*

involved in the matters detailed in the complaint, one of whom may be independent of the management and running of the school. At least two Panel members will be Board members (but not the Chairman – see paragraph 3.3). Each of the Panel members shall be appointed by the Clerk. The Clerk, on behalf of the Panel, will then acknowledge the complaint/request for appeal, and schedule a hearing to take place as soon as practicable and normally within fifteen (15) working days of the receipt of the complaint/request for appeal.

6. Any documents, which are to be considered by the Appeal Panel, will be disclosed to both parties not later than five (5) working days before the hearing.
7. Parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
8. At the hearing the Appeal Panel may consider evidence from any person who was involved in the decision at Stage 2 of the procedure, or the decision to dismiss the pupil, and any relevant documents pertaining to this decision.
9. The Panel will try to resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.
10. After due consideration of all facts they consider relevant, the Panel will withdraw to consider its decision and any recommendations it may wish to make. The Clerk to the Appeal Committee will remain in attendance to record the Committee's decision.
11. Notification of the Result of the Appeal. The Clerk to the Appeal Panel will write to the parents informing them of the Panel's decision and the reasons for it within five (5) working days of the Hearing. The decision of the Panel will be final.
12. The Panel's findings and recommendations (if any) will also be sent in writing to the Principal, and, where relevant, the person against whom a complaint has been made. The matter will be reported to the Chairman and Directors at their next available meeting.

PUPILS COMPLAINTS PROCEDURE

1. Pupils should always feel that they can take a problem or complaint to any adult charged with their care and receive a sympathetic hearing. Most difficulties can be sorted out in this informal manner. However, if any pupil feels the need to make a *formal complaint* about a matter which is causing him or her distress or a problem which cannot be resolved otherwise, he or she may inform the Principal or Deputy Principal either verbally or in writing. The Principal or the Deputy Principal will discuss the matter with him or her as soon as possible or possibly put him or her in touch with an appropriate person outside the school.

If a pupil feels that he or she needs or prefers to talk to someone outside the school rather than to someone inside it, he or she should talk to his or her parents or to the Department for Community Development in the Ministry of Culture, Youth and Sports. This agency may be useful if the problem is one of welfare rather than to do with teaching or learning. The telephone number is **141** (office hours only).

In an emergency outside of office hours, phone the Police on **993** and ask for the Police Child Protection Unit

2. The person to whom a serious complaint is made (usually a Housemaster/Housemistress, the Deputy Principal or the Principal) will keep a written record of that complaint and of its outcome. The Principal, or someone delegated by him to do so, will review these records regularly.
3. A complaint made by a pupil will be resolved, either to the pupil's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of pupils, within seventy-two hours wherever possible.
4. A pupil will not be penalised for making a complaint in good faith. However, because we take complaints seriously and investigate them thoroughly, all pupils, particularly those in the Upper School and the Sixth Form, should be clear that they must have proper grounds for a complaint before making it.
5. There is a separate complaints procedure for pupils' parents. A pupil's parents may wish to invoke the procedure available to them if they feel that the School has not dealt adequately with a complaint made by their child in accordance with the procedure described above.

SCHOOL UNIFORM

It is important that the school uniform is worn correctly. The uniform is available for purchase from the Stationery and Uniform Shop. The uniform requirements are detailed below.

Junior School

Kindergarten to Year 2

Boys

- Navy blue shorts.
- White, navy blue or maroon polo shirt or white cotton shirt.

Girls

- Tartan pinafore dress or skorts.
- White, navy or maroon polo shirt or white cotton shirt.

Years 3 to 5

Boys

- Navy blue shorts. Boys in Year 5 can wear long navy blue trousers, if desired.
- White cotton shirt – open collar.

Girls

- Tartan skirt – choice of two lengths.
- White cotton shirt – blouse style with or without tie.

It is recognised that Year 3 is a transition year where shorts, pinafores and polo shirts may still be worn until the children grow out of them. They should then be replaced by the skirts and shirts.

Middle School, Upper School and Sixth Form

Years 6 to 13

Boys

- Navy blue trousers.
- White JIS shirt – choice of open necked style or collar and tie.
- Belt - plain style, dark blue or black.

Girls

- Tartan skirt – choice of two lengths. All skirts must end below the knee.
- White cotton shirt – choice of open necked, collar and tie or blouse styles.

PE Uniform (all year levels)

- White polo shirt.
- Navy blue knitted shorts or sweatpants.
- Appropriate footwear.

Additional

- Sixth Form pupils wear a maroon tie to identify them.
- All pupils from Year 6 and above require a shirt and tie to wear to formal occasions.
- Only the JIS version of blue hooded top can be worn.
- Shoes must be black school shoes. Pupils may not wear trainers or high heels.
- Pupils are not permitted to wear jewellery except small studs in ears or for religious purposes. A single bangle and one necklace may be worn.
- Correct PE kit must be worn for PE lessons.
- Excessive colouring of hair and outlandish hair styles are not allowed.
- White socks only can be worn.