



# Bellahouston Academy est. 1876

School Handbook

# Welcome to Bellahouston Academy

Bellahouston Academy is a welcoming school which is at the heart of its vibrant, diverse community. It is a place where relationships are a source of encouragement and support, and where we take great pride in the many achievements of our young people.

We are very keen to fully involve and engage parents and carers in the life of our school, by building and maintaining positive partnerships; to do so, we will endeavour to communicate regularly and effectively with our parents and carers through a variety of different means, listening to and acting upon their views so that we can fully support the young people who attend our school.

I hope that you find the information within our handbook useful, and that it effectively captures the character of our school: a supportive and nurturing learning environment where our pupils - through positive classroom experiences and a wide range of other opportunities - are encouraged to meet their potential as learners and as people. You may also wish to visit our website and social media platforms, which will give an even more detailed look at the rich and engaging experiences our young people enjoy each day.

If any further information would be helpful, please get in touch, and we would be delighted to assist.

Regards,

Barry Mochan Headteacher Bellahouston Academy

#### **Website**

https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/

# School App

Download 'Piota schools' from your App store and select Bellahouston Academy when prompted.

#### **Twitter**

@BellahoustonAc

Twitter for P7 transition @BellahoustonT

# Vision, Values and Aims (currently being updated)

In Bellahouston Academy we provide a welcoming and friendly environment, which celebrates the diversity of our community. We aim to ensure that all pupils are successful learners, confident individuals, responsible citizens and effective contributors and prepared to take their place in society. This is achieved through working together with young people, their families and the community, based on a shared sense of direction.

- To provide a first-rate education, with well-qualified and well-motivated staff working together to ensure that every pupil in the school can achieve to the limit of his or her potential.
- To tackle, with all the energy, optimism and resilience that it needs the problems that children face because of social deprivation and poverty of expectation, and to hold fast to the principle that every child can and should achieve.
- To present learning as a life-long process, the pursuit of which will both liberate and reward the individual learner and benefit society as a whole.
- To provide a safe, caring and orderly environment in which to learn and to grow and which the promotion of positive behaviour is fundamental.
- To provide, in both the formal and informal curriculum, a rich set of experiences which will encourage children to grow in maturity, responsibility and in self-assurance as well as in knowledge and understanding.
- To promote the values of responsible citizenship and social justice and to affirm that all people are of equal value and all are entitled to equality of opportunity and to appropriate respect for their dignity, irrespective of religion, race, gender or sexual orientation.
- To make a reality of the principle that learning should be a partnership between the user and the provider and, in particular, to place real value on the views of pupils and parents.
- To foster sound learning, to encourage enterprise and innovation and to promote the virtues of honesty, reliability and hard work.

#### **School Information**

You can cut out the following information and have it on your fridge, purse or work desk for ease of finding the details required.

#### **Contact Details:**

Bellahouston Academy 30 Gower Terrace Glasgow G41 5QE

Phone: 0141 582 0030

**Absence line: 0141 287 0039** 

Email: headteacher@bellahoustonacademy.glasgow.sch.uk

# **Background information**

Co-educational school

Non-denominational

• Stages taught: S1-S6

• Current Roll: 1078 (as of 24/10/22)

#### School staff

A full list is available on the school website/school app and parents will be updated on any changes. https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/staff-list/

The Leadership team is as follows: Headteacher: Depute Heads: Mr B Mochan

Mr M Watt (Mon-Weds)

Mr M Macdonald Mrs S Galloway

Mrs L Galloway (Acting)

# Moving from Primary to Bellahouston Academy

We recognise that the move from primary to secondary is a very important event for young people. We have a close and effective partnership with each of our partner primary schools. This ensures that the move from primary to secondary is as smooth as possible for young people.

We welcome families from outside our area. Families living outside the school catchment area are welcome to make a placing request to attend Bellahouston Academy. Enhanced transition arrangements are made for pupils with additional support needs. There is a twitter feed available for P7 parents, carers and pupils: https://twitter.com/bellahoustont?lang=en

Further information is available on https://www.glasgow.gov.uk/index.aspx?articleid=18426

# The School Day

Period 1	08.50-09.40
Period 2	09.40-10.30
Tutor	10.30-10.40
Interval	10.40-10.55
Period 3	10.55-11.45
Period 4	11.45-12.35
Lunch	12.35-13.20
Period 5	13.20-14.10
Period 6	14.10-15.00
Period 7	15.00-15.50 (Tuesdays & Thursdays only)

# **School Term Dates**

Details of holiday dates are available on the Glasgow City Council website: https://www.glasgow.gov.uk/index.aspx?articleid=17024

# **Glasgow School of Sport**

Scotland's first school dedicated to sporting excellence has been developed at Bellahouston Academy. A recognised National Centre of excellence, supported by the Scottish Government, the Glasgow School of Sport leads the way in providing opportunities for young people in Scotland to develop their sporting talents as part of their school education.

Glasgow School of Sport pupils are fully integrated with the school and follow a balanced curriculum alongside their chosen sport.

There are five sport specialisms: athletics, badminton, gymnastics, hockey and swimming.

More information is available at: https://www.glasgowlife.org.uk/sport/glasgow-school-of-sport

#### **Pupil Absence**

Within Bellahouston Academy good attendance is encouraged at all times to ensure pupil success. Parents are asked to advise if their son or daughter is going to be absent. This should be done as early as possible on the first day of absence. If the young person is going to be absent for some time, it would be helpful to know at the earliest opportunity. The school uses daily text messaging to inform parents and carers of a young person's absence if no contact is made. All unexplained absence is investigated by the school and appropriate action taken. All calls must be made to the Pupil Absence Reporting Line on 0141 287 0039. The line is open between 08.00-15.30 Monday to Friday. Alternatively, you can use the online form on the Glasgow City Council website at <a href="https://www.glasgow.gov.uk/index.aspx?articleid=18832">https://www.glasgow.gov.uk/index.aspx?articleid=18832</a>

#### Medical & Healthcare

If a young person becomes ill during the course of the school day, he/she may require to be sent home. Please ensure that you keep the school informed of <u>all</u> contact details.

Parents and carers should inform the school of any medical requirements relating to their child. If a young person requires medication during the school day, parents must complete the appropriate medical form. This is available on request from the school office.

# **Emergencies**

We make every effort to maintain a full educational service, but on some occasions, circumstances arise which lead to disruption. Schools may be affected by, for example, severe weather, temporary interruption of transport, power failures or difficulties of fuel supply.

In such cases, we shall do all we can to let you know about the details of our closure or re-opening by using letters, texts, twitter, app and local media.

#### **School Dress Code**

Our school uniform promotes a real sense of school identity, shared values, self-confidence and a shared sense of community. The uniform is actively supported by our pupils, parents and the Parent Council and is of great benefit to our young people.

The school uniform is:

- School blazer
- White shirt
- School tie
- Black trousers
- Black skirt
- Black Hijab
- Appropriate school footwear

School ties and blazer badges are available from the school office and the blazer supplier visits the school on an annual basis. The school office can advise on how to obtain a blazer outwith this time.

#### PE Kit

Standard kit - change of training shoes, t-shirt, jogging bottoms/shorts/leggings

Swimming - full swimming costumes, swimming shorts. If your child wishes to wear long sleeve shirt/t-shirt/shorts over the top of their swimsuit, they can do so.

Outdoor activities - In additional to PE kit, pupils are encouraged to bring appropriate outdoor clothing to stay dry and warm.

Pupils who are unable to participate in practical PE should still bring their kit to allow them to assist in the lesson by refereeing, keeping scores or assisting with the distribution of equipment. This ensures that they are still able to take part in some way in the work of the class and do not miss out on the knowledge and understanding of the course.

There are forms of dress that are unacceptable in school, such as items of clothing which:

- Potentially encourage factions (such as football colours)
- Could cause offence (such as anti-religious symbolism or political slogans)
- Could cause health and safety difficulties (such as loose-fitting clothing, jewellery)
- Could cause damage to flooring
- Carry advertising particularly for alcohol or tobacco
- Could be used to inflict damage on other pupils

# Clothing & Footwear Grants

Parents/Carers receiving Income Support, Job Seekers Allowance (Income Based), Working Tax Credit (check link below for thresholds) Housing Benefit, Council Tax Benefit or Universal Credit (check link below for thresholds) will normally be entitled to monetary grants for footwear and clothing for their children. Information:

https://www.glasgow.gov.uk/index.aspx?articleid=17885

#### **School Meals**

Our school provides a lunch service which offers a variety of meals and snacks within The Fuel Zone. Special diets for children with medical requirements can be provided. Halal food is available.

Young people who prefer to bring packed lunches are accommodated in the dining hall.

Children and young people of parents/carers receiving Income Support, income-based Job Seekers Allowance, Working Tax Credit (check link below for thresholds), Child Tax Credit only (check link below for thresholds), Universal Credit (check link below for thresholds) and incomerelated Employment and Support Allowance are entitled to a free midday meal. Information and application forms for free school meals may be obtained from schools and at <a href="https://www.glasgow.gov.uk/index.aspx?articleid=17885">https://www.glasgow.gov.uk/index.aspx?articleid=17885</a>

# **Transport**

The education authority has a policy of providing free transport to all young people who live outwith a certain radius from their local school by the recognised shortest walking route. This means that the provision of transport could be reviewed at any time. Parents/Carers who consider they are eligible should obtain an application form from the school or at <a href="https://www.glasgow.gov.uk/index.aspx?articleid=17882">https://www.glasgow.gov.uk/index.aspx?articleid=17882</a>

#### Communication with Parents

At Bellahouston Academy we strongly encourage all parents to become involved in the education of their children. We are always ready to listen to suggestions for new ways of stimulating parental interest. We contact and involve parents in many ways. For example:

Letters - further information which requires a response may be sent out in letter form.

School website/Twitter/App - will contain a great deal of information about the school. It is a good idea to check this regularly.

Text messaging - You may also receive text reminders about events/school closures etc.

Meetings - Parents and carers can, normally, visit the school to discuss any aspect of their child's development and progress. To avoid disappointment, you must make an appointment. There are various opportunities throughout the year when parents can discuss their child's progress with school staff.

Show My Homework - Homework is issued through this app. You can download the app and access your child's homework via a PIN which you will receive when your child starts Bellahouston Academy. Alternatively, you can see all homework through accessing Show My Homework through GLOW.

Parents and carers are welcome at other events throughout the school year e.g. workshops, information evenings, class performances, award ceremonies, and other meetings. The school website and app will keep you informed.

Strong communication links between home and school ensure parents and carers are confident to address any concerns they may have about their child's education with pastoral care staff and the senior leadership team.

# **Emergency Contact Information**

At the start of each school session, parents and carers will be issued with the annual data check form. Please ensure that this is completed and returned to the school. It is also important that you let us know if there are changes to your telephone number(s) or to those of your emergency contacts throughout the year.

# Data Protection - use of information about children and young people and parents/carers

We collect information about children and young people attending school (and also about parents/carers, emergency contacts etc. provided in the annual data check) to allow us to carry out the Council's functions as the education authority for the City of Glasgow. This may sometimes involve releasing personal information to other agencies and other parts of the Council, particularly in relation to child protection issues or criminal investigations, and it may also be used for research purposes (see the link below for more details regarding this).

Information held by the school is, in legal terms, processed by Glasgow City Council. The Council is registered as a data controller under the Data Protection Act 2018 and all personal data is treated as confidential and used only in accordance with the Data Protection Act, the General Data Protection Regulations, and the Information Use and Privacy Policy approved by the City Council. For more information on how we use personal information, or to see a copy of the Information Use and Privacy Policy, see

https://www.glasgow.gov.uk/index.aspx?articleid=18010

Education specific privacy statements can be accessed at <a href="https://www.glasgow.gov.uk/index.aspx?articleid=22069">https://www.glasgow.gov.uk/index.aspx?articleid=22069</a>

# **Child Protection**

Where possible, we aim to support and safeguard the wellbeing of our children and young people through preventative early intervention work, by making sure they feel valued and listened to, and by developing a curriculum which promotes discussion around themes of health, wellbeing and personal safety. However, it is vital that all stakeholders within our school community school are aware of the procedures to be followed when there are Child Protection concerns relating to the care and welfare of a child or young person, or the potential of risk to their wellbeing and safety. We are fully committed to ensuring that any children or young people experiencing (or at risk of experiencing) harm, abuse or neglect have access to the appropriate supports they may require in order to feel safe, and to thrive socially, emotionally and academically within our school setting and beyond.

Our school's Child Protection Co-ordinator is Mrs S Galloway (Depute Headteacher). If Mrs Galloway is unavailable, those who wish to discuss matters relating to Child Protection, should speak to Mr Barry Mochan (Headteacher).

#### Which Factors May Give Cause for Child Protection Concerns?

Concerns about the safety or wellbeing of a child or young person could arise due of a number of factors.

A specific incident, A disclosure made by a child or young person, or a parent, carer or guardian, Information from a third party, Adult behaviour or circumstances that may place the child or young person at risk of harm, Child/young person behaviour or circumstances that may

place the child or young person at risk of harm, A culmination of minor concerns over a period of time.

The list below identifies some of the concerns or factors which may cause a young person to be harmed or at risk of harm. This list, however, is not exhaustive.

Physical injury, Emotional Abuse, Physical Neglect, Non-organic failure to thrive, Sexual Abuse Absconding, Concerns relating to Education, Emotional Care and Development, Health (Illness/Disability), Outwith Parental Control, Self Harm, Sexual Exploitation, Offender behaviour, Substance Misuse

# **Appointments During School Hours**

If your child has an unavoidable appointment, please give them a letter for their registration teacher/pastoral care teacher to ensure that they have permission be absent from class.

#### **Curriculum for Excellence 3-18**

Curriculum for Excellence (CfE) has been introduced to raise standards of learning and teaching for all 3 to 18-year olds. It aims to help prepare children and young people with the knowledge and skills they need in a fast-changing world. As part of Curriculum for Excellence, all children from pre-school to the end of S2 will receive a rounded education known as a Broad General Education (BGE). Curriculum for Excellence is all about bringing real life into the classroom and taking lessons beyond it. In line with their CfE entitlement, pupils learn in all 8 curricular areas until the end of S2.

Expressive Arts	Health & Wellbeing	Languages	Mathematics
Religious & Moral	Sciences	Social Studies	Technologies

There is also a focus on developing literacy and numeracy skills across every subject area as well as Skills for Learning, Life and Work as young people prepare for their adult lives. In addition, learning takes place in the following ways:

- Inter-disciplinary experiences (working across a range of subjects to link learning)
- Learning through the ethos and life of the school
- Opportunities for personal achievement

#### **S3-S6**

S3-6 offers opportunity for specialisation leading to qualifications. Young people aged 14 plus will have a wide range of opportunities to experience learning and achieve qualifications to the highest possible level during their senior phase.

Before starting S3, there is a programme of pupil support to assist pupils and their parents and carers with course choices for National 4 and National 5 awards. The pupil support programme seeks to advise pupils about:

- The range of courses available
- The pupil's own aptitudes, interests, strengths and weaknesses
- The importance of individual subjects
- Entrance qualifications & career opportunities

In advising pupils about course choices, we adhere to national guidelines and ensure that pupil choices result in their best chance of success. Parents are involved at all times in the Options process. In collaboration with the Scottish Qualifications Agency (SQA), we will assess National 1-4 qualifications. Individual courses at National 1-4 levels will not be graded but marked overall as pass or fail.

Courses at the new National 5, Higher and Advanced Higher levels will continue to include work assessed by the school, but for these qualifications, students will also have to pass an additional assessment (usually a question paper or assignment) which will be marked externally by SQA.

#### Courses available in S5 & S6

As an inclusive school, we aim to meet the needs of all pupils in S5 and S6. We have strong partnerships with local colleges, Universities and employers. It is extremely important that senior students set challenging and realistic targets. To that end, we offer a rigorous options programme to support and inform student choice. Opportunities for personal development continue within and beyond the taught curriculum. S6 in particular offers senior pupils a range of opportunities to build leadership, communication and team working skills through involvement in a wide range of school and community events. Encouraging excellence is central to our aspirations and expectations for all young people. We also work closely with colleagues from Skills Development Scotland (SDS) and we have a Principal Teacher World of Work supporting pupils post-16.

# **Religious Observance**

Parents and carers from religions other than Christianity may request that their children may be permitted to be absent from school in order to celebrate recognised religious events. Only written requests detailing the proposed arrangements will be considered. Appropriate requests will be granted on up to 3 occasions in any 1 school session. If parents have questions regarding religious instruction and observance, they should contact the Headteacher.

# **Useful** websites

https://www.gov.scot/policies/schools/school-curriculum/ https://education.gov.scot/parentzone/

# Assessment & Reporting

All young people are assessed both formally and informally throughout the school year. This allows young people and their teachers to identify their strengths and areas for improvement. A variety of assessment methods are used to enable staff to pass on information to parents and carers about the progress of their child. Assessment records are kept by teachers and form the basis of discussion at parents' meetings throughout the year.

Written reports and tracking reports are issued three times a year.

If you have any concerns about your child's progress do not hesitate to contact their pastoral care teacher at any time.

# Support for Pupils

The school has a duty to ensure that all pupils have equal access to the curriculum, with appropriate support for their needs if required. This applies to the content of lessons, teaching strategies and minor adaptations to the school environment. There are a wide range of factors which may act as a barrier to learning. We are committed to working closely with parents and carers to ensure that they are fully involved in any decisions about support for their children's needs.

Any parent or carer seeking further advice regarding this policy should contact the Headteacher in the first instance. More information and Inclusion policy: https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/faculty-of-inclusion/

ntcps.77blogs.gtowscottand.org.ak/ gc/bettanoustonacademy2017/1acatty-or-inclusion/

Further information relating to additional support needs is available on the Glasgow City Council website -

https://www.glasgow.gov.uk/index.aspx?articleid=18941

Information on the Glasgow City Councils' Parental Involvement Strategy can also be found at https://www.glasgow.gov.uk/index.aspx?articleid=17870

We are fully committed to meeting the needs of all pupils and hold regular meetings at which we plan for those who might benefit from additional support. Full discussion is held with parents and carers and outcomes are planned and agreed in partnership.

# Glasgow City Council policy in relation to provision for additional support needs

Glasgow City Council has a duty, as outlined in the Standards in Scotland's Schools 2000 Act, to ensure that your child achieves their potential. Glasgow's Education Services is committed to the inclusion of all children and young people with additional support needs, where possible, within mainstream schools. This is in accordance with the statutory requirement in the 2000 Act. It is also part of Glasgow's policy to maintain a range of special educational establishments. This recognises the key role to be played by specialist provisions in addressing severe low incidence disabilities. The authority recognises that there are a wide range of factors, which may act as a barrier to your child's learning. We are committed to working closely with parents and carers to ensure that you are fully involved in overcoming barriers to learning. Additional support needs may be linked to a learning difficulty or disability but could also apply to a child or young person suffering from bereavement who requires pastoral support, a more able child/young person or those with a particular talent, which needs to be fully developed. The policy requires all establishments to provide an environment where children and young people with additional support needs are actively encouraged to be effective learners and benefit from their school education.

Any parent/carer seeking further advice regarding this policy should contact the Headteacher in the first instance.

Further information relating to Additional Support Needs is also available on the Glasgow City Council website. <a href="https://www.glasgow.gov.uk/article/18941/Meeting-Additional-Support-Needs">https://www.glasgow.gov.uk/article/18941/Meeting-Additional-Support-Needs</a>

Information of organisations specified by Scottish Ministers which provide advice, further information and support to parents of children and young people with ASN.

These organisations are identified under The Additional Support for Learning (Sources of Information) (Scotland) Amendment Order 2011 as:

- (a) Children in Scotland: Working for Children and Their Families, trading as "Enquire the Scottish advice and information service for additional support for learning", a charitable body registered in Scotland under registration number SC003527;
- (b) Scottish Independent Advocacy Alliance, a charitable body registered in Scotland under registration number SC033576; and
- (c) Scottish Child Law Centre, a charitable body registered in Scotland under registration number SCO12741.

#### **Pastoral Care Staff**

All staff in Bellahouston Academy have a clear responsibility for the welfare of young people. In addition, all young people are given a pastoral care teacher on entering the school. This provides a vital link between home and school as the pastoral care teacher has an 'all-round' picture of a pupil's progress and general health and well-being. In most cases, a parent's first point of contact with the school will be the pastoral care teacher.

Support is offered through the House system: https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/house-teams/

During Personal, Social and Health Education (PSHE) classes, pupils learn about sensitive topics such as relationships, sexual health, parenthood, drugs awareness. Parents/Carers will be advised in advance when a topic such as sexual health will be covered in class and Parents/Carers have the right to withdraw their child from these classes.

# **Nurturing City**

The Glasgow City Council vision 'towards the nurturing city', puts building positive, trusting relationships at the core of our work. We ensure children, young people and families feel they belong, they are listened to and they are valued by embedding the principles of nurture across our early years, primary and secondary establishments. Staff are trained in attachment and nurture which deepens understanding of child development and enhances effective practice by responding to the needs of all children and young people in a consistent and caring way. Nurture is a universal approach which builds resilience, helping to reduce the impact of adversity. Effective communication and collaboration with parents and carers build an ethos of partnership working putting the child at the centre, fostering high quality learning contexts.

Each of our establishments contribute to the development of Glasgow as a nurturing city, creating safe environments which allow our children and young people to flourish by raising attainment and promoting positive mental health and wellbeing.

# **Promoting Positive Behaviour**

Children's Rights as outlined in the UNCRC (United Nations Convention on the Rights of the Child) are fundamental to a good school ethos. Adults in our school will work with young people to ensure they are aware of their rights and fully respect the rights of others. Therefore, the approach within Bellahouston Academy is to build a positive ethos that demonstrates care and respect for all.

The smooth running of Bellahouston Academy requires a high standard of behaviour from all within it. We appreciate the support of parents and carers in helping us to achieve this. All pupils are required to behave well and respect their own safety and that of others. This is also important on journeys to and from school.

Our expectations are clearly communicated to young people and breaches of discipline are dealt with in line with school policy. In most cases, a quiet reprimand is sufficient but in more serious or persistent cases parents will be invited to school to discuss the issue and agree a course of action.

#### Homework

Regular, effective homework is an important part of the school day. Teachers use Show My Homework and other services, such as Teams, available through GLOW in order to set and mark homework. Homework has many advantages:

- It reinforces work done in class
- It develops good study habits and a sense of personal discipline
- It develops areas of interest that can be followed up later in life and become a leisure pursuit
- It allows parents to see, help and become involved in their child's work

The amount of homework varies in length, nature and frequency depending on the subject. The quantity of homework will increase as your child progresses through the school.

# **Supported Study**

This is an important initiative which allows pupils to attend additional classes during lunchtimes, after school and during holiday periods. Large numbers of our staff give generously of their time in this area. Subjects on offer will depend on the staff available to deliver. Pupils will be kept informed of the arrangements.

#### Parent Council

We have a very active Parent Council that represents the views of all parents. All parents are welcome to attend Parent Council meetings, which currently take place online) and can become members at the AGM. Parent Council minutes are available on the Parent Council page of the school website (<a href="https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/parent-council/">https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/parent-council/</a>) and on request from the school office. E-mail address: bellahoustonpc@gmail.com

# **Pupil Council**

Our Pupil Council is made up of representatives from each year group. This is an important group which ensures that the views of pupils are heard.

#### **Extra-Curricular Activities**

We have a wide range of activities to extend the learning experience. These are shared with pupils on the bulletin at tutor time.

Good links with community organisations and our Active Schools Co-ordinator are vital for the success of these programmes. We also work with a wide range of outside agencies such as Poppy

Scotland, Rotary Club. Pupil success is shared through the school twitter feed: https://twitter.com/BellahoustonAc

# **School Improvement**

Our priorities for improvement are detailed in our School Improvement Plan which is discussed with our Parent Council. School Improvement plan is available: https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/school-improvement-plan/

Data from INSIGHT regarding School Improvement is available: <a href="https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/insight-data/">https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/insight-data/</a>

#### Financial Inclusion

We are fortunate to have a Financial Inclusion Support Officer. Further details: <a href="https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/financial-inclusion-support-officer/">https://blogs.glowscotland.org.uk/gc/bellahoustonacademy2019/financial-inclusion-support-officer/</a>

# **Comments & Complaints**

In Bellahouston Academy we aim to have positive relationships across our school community. However, if you have a comment or complaint about any aspect of school life, please contact the Headteacher in the first instance.

Glasgow City Council complaints procedures: <a href="https://www.glasgow.gov.uk/complaints">https://www.glasgow.gov.uk/complaints</a>

Customer Care Team
Customer & Business Services
Glasgow City Council
City Chambers
Glasgow G2 1DU

Tel: 0141 287 0900

e-mail: <u>customercare@glasgow.gov.uk</u> or <u>education.customerservices@glasgow.gov.uk</u>
The above website also includes information on data protection and freedom of information.

# **Useful Contacts**

Parentzone Scotland is a unique website for parents and carers in Scotland, from early years to beyond school. The website provides up-to-date information about learning in Scotland, and practical advice and ideas to support children's learning at home in literacy, numeracy, health and wellbeing and science. Information is also available on Parentzone Scotland regarding additional support needs, how parents can get involved in their child's school and education. Furthermore, the website has details about schools including performance data for school leavers from S4-S6; and links to the national, and local authority and school level data on the achievement of Curriculum for Excellence levels.

#### Useful websites and contacts

Education Scotland <u>www.education.gov.scot</u> National Parent Forum of Scotland <u>www.npfs.org.uk</u>

# Connect

Connect is a national organisation that provides advice and resources for parents and carers. www.connect.scot

# **Enquire Scotland**

Enquire is a national advice service for families with additional support needs. www.enquire.org.uk

# Education Services

City Chambers East 40 John Street Glasgow G1 1JL

Tel: 0141 287 2000 www.glasgow.gov.uk