

## RECOMMENDATIONS TO PARENTS

- Parents should attend the informational meetings scheduled by the course tutors.
- Talk to your tutors and specialists by using the visiting hours scheduled for each course.

### - COMPLAINT PROCEDURE

Issues and disputes that may arise should be addressed in the following order:

With the teacher concerned.

With the tutor.

With the Director of Studies or Head Principal.

Through their representatives on the School Council.

- Parents cannot bring to the Centre students suffering from any contagious disease. They are required to justify and give us a note explaining the reasons for the dismissal of all the delays and absences of their children ...

When there are 10 unexcused absences, the Centre will use the absenteeism protocol and Social Services will be informed.

The repeated delays for good cause may be considered unreasonable when they exceed the number of three, except in cases of medical examination or other exceptional circumstances.

Where it is expected, by a medical report that the illness of a student is going to exceed five days, course tutors will notify the family all the activities to be done and all the guidance that the family may need. It is the responsibility of the parents that the student returns to school all the activities done.

Encourage your child to come to school with all the material and occasionally check their school bag.

Agree with your child a study schedule and ensure that it is accomplished.

## How to pick up Pre-primary students:

In order to pick up pre-primary students, parents will be placed outside the porch. To prevent pre-primary students from going out at the same time as primary students, teachers will row kids in the porch 5 minutes early and will deliver them to parents.

If someone who is not child's father or mother comes to the center to pick up a student, he or she must be authorized by the parents and identify him/herself with the tutor. Bear in mind that students go out at 13:00 h or at 14:00 h. Supposing that pre-primary students are not picked up by their parents at the end of the school day, we shall proceed as follows:

If the child is not picked up on time, parents will be phoned. (IT IS VERY IMPORTANT THAT YOU HAVE YOUR TELEPHONE NUMBERS AND YOUR ADDRESSES UPDATED AT SCHOOL)

In case we failure to contact the parents and they don't come to the Center, then we will notify the local police to take charge of the child.

In those cases where we find a repetitive failure in order to pick up the child on time, please note that it is our duty to inform the Social Services of Archena's Town hall for them to take appropriate action.

Non-staff members are not allowed to enter into the classrooms or the Centre, except on exceptional occasions.

We should collaborate with teachers in the education of our children and educate them in compliance with these community standards and core values.

It's good for kids that parents cooperate with the AMPA, attend their meetings and participate in extracurricular activities.