



HELLENIC SCHOOL OF HIGH BARNET

Ελληνικό Σχολείο High Barnet

SCHOOL POLICIES

Safeguarding · Anti-Bullying · Mobile Phones · Health & Safety · Behaviour · Attendance & Collection ·
Complaints · Whistleblowing · Privacy

September 2026

VERSION 1.0 · APPROVED 3 OCTOBER 2026

Document Control

Document title	Hellenic School of High Barnet – School Policies
Organisation	The Hellenic School of High Barnet Limited · Charity no. 1053527 · Company no. 03132566
Version	1.0
Date	September 2026
Prepared by	School Committee
Approved by	George Keliris (Chairman) and Kris Erotokritou (Vice Chairman)
Approval date	03/10/2026
Effective date	01/09/2026
Next review	September 2027, or sooner if required
Published at	www.hshb.org.uk

Version history

Version	Date	Change	By
0.1	Sept 2025	Initial draft of Safeguarding, Anti-Bullying, Mobile Phone and Health & Safety policies, prepared with the School's solicitor	Committee
0.2	Sept 2026	Privacy Notice drafted	Committee
0.3	Sept 2026	Consolidated into single document; added Behaviour, Attendance & Collection, Complaints and Whistleblowing policies; expanded Code of Conduct, safer recruitment, training and missing-child provisions; added online-lesson (Microsoft Teams) provisions and safeguarding contacts; added allegations against pupils, food hygiene and gift-value provisions	Committee
0.4	Oct 2026	Privacy Notice revised (v0.5): paper registration, School Portal, WhatsApp Community and complaints handling; separate Staff Privacy Notice drafted (v0.2); Sections 2.8, 2.13, 2.15, 7.5 and 10 updated to match	Committee
1.0	Oct 2026	Approved by George Keliris (Chairman) and Kris Erotokritou (Vice Chairman) on 3 October 2026; effective from 1 September 2026	Committee

1. Introduction

1.1 About the School

The Hellenic School of High Barnet ("HSHB", "the School") is an independent Greek language supplementary school, teaching children in our community since 1977. Classes run from Nursery to Year 6, then GCSE 1, 2 and 3, and A Level. The School is a registered charity (no. 1053527) and a company limited by guarantee (no. 03132566), managed by a voluntary committee of parents who act as its trustees and directors; day-to-day educational matters are delegated to the Headmistress. In the lower school we follow the curriculum of the Cyprus Educational Mission (KEA), and some of our teachers are provided by KEA.

We operate from rented premises within East Barnet School, Chestnut Grove, Barnet, EN4 8PU, on Saturday mornings, with online lessons on Wednesday evenings for Year 3 and above. We are not a full-time school, and our policies are written with that in mind.

1.2 Purpose of this document

This document brings together the policies that govern how the School is run, for staff, volunteers, committee members and parents. The Safeguarding Policy applies to everything we do.

1.3 Scope and equality

Unless a policy says otherwise, all policies apply to all teaching staff (whether employed by the School or provided by KEA), volunteers and committee members; to all children attending the School, in person or online; and to all activities run under the School programme, on or off premises and online.

The School welcomes all children who wish to learn Greek. We do not discriminate on any ground protected by the Equality Act 2010, including disability, and will make reasonable adjustments so that a child with special educational needs or a disability can take part. Please tell us about any additional needs on registration.

1.4 Review

All of our policies will be reviewed annually by the School's leadership and the Committee, or sooner if necessary.

1.5 Key roles and contacts

This table holds every named role-holder and contact detail used in this document; the rest of the document refers to roles, not individuals. The Committee may update this table at any time without re-approving the document.

Role	Name	Contact
Chairman	George Keliris	info@hshb.org.uk
Vice Chairman	Kris Erotokritou	info@hshb.org.uk
Headmistress	Jenny Petridou	head@hshb.org.uk
Designated Safeguarding Lead (DSL)	Jenny Petridou (Headmistress)	head@hshb.org.uk
Deputy DSL	George Keliris (Chairman)	info@hshb.org.uk
School office		07753 829 692 · info@hshb.org.uk
East Barnet School lettings (Edu-Lettings)		0333 102 0303 · info@edu-lettings.org
Health and Safety Lead	Kris Erotokritou	info@hshb.org.uk
First aiders	Kris Erotokritou, Stavroulla Louca	Via the School office

1.6 Session times

Session	Day	Time	Format
Main session	Saturday	09:30 – 13:00	In person, East Barnet School
Additional lessons (Year 3 and above)	Wednesday	18:00 – 19:30	Online (Microsoft Teams)

Tables last updated: October 2026

2. Safeguarding Policy

Purpose: The safety and wellbeing of all children attending our School are our highest priority. This Safeguarding Policy sets out our commitment to protecting children from harm and ensuring a safe, supportive environment where every child can thrive.

2.1 Policy statement

We are committed to:

- Promoting the welfare of all children in our care.
- Protecting children from all forms of abuse, neglect and exploitation.
- Responding promptly and appropriately to safeguarding concerns.
- Ensuring all staff, volunteers and committee members understand their responsibilities in safeguarding.

2.2 Scope

This policy applies to:

- All teaching staff, volunteers and committee members.
- All children and young people attending our School.
- All activities run under the School programme, both on and off premises, and online.

2.3 Key definitions

- **Safeguarding:** Protecting children from abuse, preventing harm to their health or development, and ensuring they grow up with safe and effective care.
- **Child Protection:** Part of safeguarding focused on protecting children who are at risk of significant harm.
- **Child:** Anyone under the age of 18.

2.4 Designated Safeguarding Lead (DSL)

Our designated safeguarding lead is:

Role: The Headmistress

Named post-holder and contact: see Key Roles and Contacts, Section 1.5

Our deputy designated safeguarding lead is:

Role: The Chairman

Named post-holder and contact: see Key Roles and Contacts, Section 1.5

They are responsible for:

- Receiving and responding to safeguarding concerns.
- Liaising with parents, staff and external agencies.
- Keeping records of concerns and actions taken.
- Ensuring safeguarding training is up to date.

In the DSL's absence, concerns should be reported to the Deputy DSL, a senior staff member or committee member.

2.5 Recognising abuse

All staff and volunteers must be aware of the four main types of abuse:

- **Physical Abuse:** Hitting, shaking or causing physical harm.
- **Emotional Abuse:** Persistent emotional ill-treatment affecting a child's emotional development.
- **Sexual Abuse:** Forcing or enticing a child to take part in sexual activities.
- **Neglect:** Failing to meet a child's basic needs (e.g. food, hygiene, supervision).

Child-on-child abuse. Staff should also be aware that children can abuse other children. This includes bullying (see Section 3), physical abuse and harmful sexual behaviour such as sexual comments, unwanted touching, and the sharing of nude or semi-nude images. Any such concern is treated as a safeguarding matter and reported to the DSL, not simply as a behaviour issue.

2.6 Responding to concerns

If a child discloses something or you witness something concerning:

1. **Listen** calmly and without judgement.
2. **Do not promise confidentiality** – explain you may need to share this with the safeguarding lead.
3. **Report** the concern to the DSL as soon as possible.
4. Record what was said or seen, using the child's own words, and sign and date the report (a template is provided at Appendix B).

Do not investigate or confront any individual about the concern yourself.

If a child is in immediate danger, call the police on **999**. External safeguarding contacts are listed in Appendix A.

2.7 Safer recruitment

The Committee is responsible for recruiting staff and volunteers and for completing the checks below; the Headmistress sits on the interview panel for teaching posts. To ensure we maintain a safe environment:

- All staff must undergo appropriate background checks (e.g. DBS check). For staff and regular volunteers this means an **Enhanced DBS check with a check of the children's barred list**, completed before they start work with children.
- References will be obtained for new staff and volunteers. Two references are requested directly from the referees, one of them from the current or most recent employer.
- Identity and, for employed staff, right to work in the UK are verified before appointment.
- Where a person has lived or worked outside the UK in the last five years, an overseas criminal records check (or equivalent certificate of good conduct) is also obtained.
- The Committee keeps a single central record of the checks completed for every member of staff and regular volunteer, including the date of each check.
- Teachers provided by the Cyprus Educational Mission (KEA) are employed and vetted by the Cyprus Ministry of Education directly before being deployed to the School.

2.8 Code of Conduct

Staff and volunteers must:

- Treat all children with dignity and respect.
- Never use physical punishment.
- Avoid being alone in a closed space with a child (use open or visible spaces where possible).
- Use appropriate language and behaviour at all times.
- Report any concerns or incidents without delay.

In addition, staff and volunteers must:

- Communicate with pupils and parents only through School channels (ClassDojo, the School email address, the School WhatsApp Community or the School office). Staff do not give pupils their personal phone number, email address or social media details, and do not accept or send friend or follow requests to or from pupils.
- Not photograph or record children on personal devices. Any photographs for School use are taken on School-approved devices and handled in line with the Privacy Notice (Section 10).
- Keep physical contact appropriate to the child's age and the situation – for example, comforting a distressed young child – and never use it as a form of discipline.
- Dress appropriately for working with children, and not discuss their own personal relationships or a pupil's personal matters in front of other pupils.
- Accept only small tokens of appreciation, up to a value of **£50**, and never gifts above that value. Any gift offered that is worth more than £50, or any offer of money, must be declined politely and reported to the Headmistress or the Chairman, who records it.
- Tell the DSL promptly if they find themselves in a situation that could be misunderstood – for example, being left alone with a child unexpectedly – so that it can be recorded.

All staff, volunteers and committee members sign to confirm that they have read this Code of Conduct. The Committee keeps the register of signatures.

2.9 Record keeping

- All safeguarding concerns will be recorded and stored securely.
- Records will include dates, times, people involved and actions taken.
- These records are confidential and only shared on a need-to-know basis.

2.10 Working with parents and carers

- We aim to work in partnership with families to safeguard children.
- We will inform parents of concerns unless doing so puts the child at further risk.

2.11 Allegations against staff or volunteers

If an allegation is made against a staff member or volunteer:

- It must be reported immediately to the DSL (or, if the allegation concerns the DSL, to the Deputy DSL).
- The person concerned may be suspended while an investigation is carried out.

- External safeguarding agencies may be contacted depending on the nature of the allegation. Allegations against adults who work with children should be discussed with the Barnet Local Authority Designated Officer (LADO) – see Appendix A.

Low-level concerns. A low-level concern is any worry that an adult working with our children has behaved in a way that does not fit the Code of Conduct but is not serious enough to refer to the LADO – for example, being over-familiar with a pupil, or using a personal phone to message a parent. Low-level concerns are reported to the DSL (or, if they concern the DSL, to the Deputy DSL), recorded, and reviewed for any pattern. Where the DSL is unsure whether a concern meets the threshold for referral, the LADO is consulted.

2.12 Allegations Against Pupils

An allegation may also be made that a pupil has harmed, or behaved inappropriately towards, another child – whether at the School, online, or elsewhere. These are safeguarding matters, not simply behaviour matters, and are dealt with under this policy rather than the Behaviour and Discipline Policy.

- The concern is reported immediately to the DSL and recorded in the same way as any other safeguarding concern.
- Both children are safeguarded. The DSL considers what support each child needs, including the child who is alleged to have caused the harm, and what steps are needed to keep them apart during sessions.
- The School does not investigate. The DSL decides, taking advice from Barnet Children's Services (MASH) or the police where appropriate, what action should follow. Staff must not question the children about the allegation beyond establishing that there is a concern.
- Parents of both children are normally informed, unless the DSL is advised that doing so would place a child at greater risk.
- Where the behaviour is sexual, violent, or involves the sharing of nude or semi-nude images, the DSL refers the matter to MASH and, where a criminal offence may have been committed, to the police. The School does not view, copy or forward any such image.
- Any disciplinary action is decided separately by the Headmistress and Committee under Section 6, once the safeguarding response is in hand, and takes account of the needs and circumstances of the child concerned.
- Where either child attends East Barnet School or another school during the week, the DSL considers, on the advice of MASH, whether that school should be told so the child is supported in both settings.

2.13 Online Lessons

The School delivers some lessons online on Wednesday evenings. The same safeguarding standards apply online as in the classroom. In particular:

- Online lessons are delivered only through **Microsoft Teams**. Pupils join using their own Teams account, and meeting links are shared only with registered families.
- Teachers will not contact pupils privately through personal accounts, social media or personal phone numbers. Communication with parents takes place through ClassDojo, School email or the School WhatsApp Community.

- Pupils should join lessons from a shared or family space where possible, be appropriately dressed, and behave as they would in class. Parents are encouraged to remain nearby, particularly for younger children.
- The School does not record lessons, and lessons must not be recorded by pupils or parents.
- Teachers will end a session and report to the DSL if anything inappropriate is seen or heard during a lesson.

2.14 Safeguarding training

- The DSL and Deputy DSL complete designated safeguarding lead training, refreshed at least every two years. Free training is available through the Barnet Safeguarding Children Partnership.
- All staff, volunteers and committee members complete introductory safeguarding training before starting, and refresher training at least every three years. The Department for Education's free online course for out-of-school settings is accepted for this purpose.
- All staff and volunteers receive a copy of this Safeguarding Policy and the Code of Conduct at induction, and are reminded of them at the start of each school year.
- The Committee keeps a record of the safeguarding training completed by each person and the date refresher training is due.

2.15 Operating from shared, rented premises

The School does not own or control its premises. We hire part of East Barnet School, a secondary school, and share the building and grounds with the host school and, at times, with other hirers. This brings limits that everyone working for the School must understand:

- **We only use the rooms and areas allocated to us** under the hire agreement. Pupils are not permitted in any other part of the building or grounds, and staff must not use rooms, equipment or facilities that have not been hired.
- **Other adults will be on site.** East Barnet School premises staff, contractors and members of other hirers may be present. They are not HSHB staff, have not been vetted by us, and are not responsible for our children. Our staff supervise our pupils at all times, including on the way to and from toilets and during breaks, and follow the visitor procedure in Section 5.10 for anyone who is not part of the School.
- **The building is controlled by the host school.** East Barnet School is responsible for the building itself – its security, fire systems, maintenance and CCTV. We follow its site rules and fire procedure (Section 5), report hazards and building defects to its premises staff, and cannot change locks, signage, furniture layouts or equipment ourselves.
- **Shared spaces are not private.** Toilets, corridors and outdoor areas may be used by others. Staff should be alert to anyone who does not appear to belong, and should never leave a child alone in a shared area.
- **East Barnet School has its own safeguarding responsibilities for its premises.** It may ask to see our safeguarding policies and expects us to liaise with it on safeguarding matters. The Committee provides East Barnet School with a copy of this document, and the DSL holds contact details for the host school's designated safeguarding lead. If an allegation or serious incident arises on the premises, the DSL informs East Barnet School as well as the LADO.

- **Some of our pupils may also attend East Barnet School during the week.** Where a safeguarding concern about such a pupil is referred to the LADO or MASH, the DSL will, on their advice, share relevant information with the host school so that the child is supported in both settings.
- **Records and data are kept separately.** We have no access to East Barnet School's pupil records or systems, and it has no access to ours. Our records are held on the School Portal (see Section 10). Printed registers and contact lists are kept for use when online systems are unavailable, and are held securely by staff and the Committee.

3. Anti-Bullying Policy

Purpose: Our School is committed to providing a safe, inclusive and respectful environment for all pupils, staff and families. Bullying of any kind – whether physical, verbal, emotional or online – is strictly prohibited. Every child has the right to learn in a safe and supportive space, free from fear or intimidation.

3.1 What is bullying?

Bullying is repeated, intentional behaviour that hurts, harms or humiliates another person. It can take many forms, including but not limited to:

- **Physical:** Hitting, pushing, kicking or any form of physical aggression.
- **Verbal:** Name-calling, teasing, threatening or making offensive remarks.
- **Social or emotional:** Exclusion, spreading rumours, intimidation or manipulating friendships.
- **Cyberbullying:** Using phones, apps, or social media to harass, threaten or spread harmful content.

3.2 Our commitment

We are committed to:

- Promoting kindness, inclusion and mutual respect.
- Addressing all bullying incidents seriously and promptly.
- Supporting both the person being bullied and the person displaying bullying behaviour.
- Involving parents and guardians in finding positive resolutions.

3.3 Reporting bullying

Anyone – pupils, staff or parents – can report bullying. A report may be made in person, by telephone or by email, to:

- any teacher or member of staff;
- the Headmistress, or any member of the Committee.

All reports will be taken seriously and handled with sensitivity.

3.4 Response procedure

Once bullying is reported:

1. **Investigation:** A staff member or the designated safeguarding lead will speak to the pupils involved and any witnesses. Where the incident raises a safeguarding concern, Section 2.12 applies instead: the matter passes to the DSL and staff do not question the children about it.
2. **Action taken:** If bullying is confirmed, appropriate action will be taken based on the severity and nature of the incident. This may include a verbal warning, a meeting with parents, temporary removal from class activities, or – in serious cases – suspension or removal from the School. Sanctions follow the steps in the Behaviour and Discipline Policy (Section 6); a decision to suspend a pupil or withdraw their place is taken by the Committee.
3. **Support:** Support will be offered to the pupil who was bullied. The pupil displaying bullying behaviour will be guided towards understanding the impact of their actions and encouraged to change.

4. **Follow-up:** The situation will be monitored to ensure no further incidents occur. Communication with parents will remain open and ongoing.

3.5 Expectations for pupils

Pupils are expected to:

- Treat everyone with respect and kindness.
- Speak out if they witness bullying.
- Include others and help create a friendly learning environment.

3.6 Expectations for staff

Staff are expected to:

- Model respectful behaviour at all times.
- Be vigilant and proactive in identifying signs of bullying.
- Take every report seriously and follow the response procedure.

3.7 Expectations for parents

Parents are encouraged to:

- Speak to their child about kindness, respect and how to handle conflicts.
- Report concerns promptly.
- Work in partnership with the School to resolve issues constructively.

4. Mobile Phone Use Policy

4.1 Purpose

This policy sets out the expectations for mobile phone use during School hours. It is designed to ensure that the learning environment remains focused, respectful and free from unnecessary distractions.

4.2 Policy statement

To maintain a productive and distraction-free learning environment, **mobile phones are not permitted during lessons**. This applies to all pupils unless explicitly approved by a teacher for educational purposes.

4.3 Rules for pupils

1. **Phones must be switched off or placed on silent** and kept out of sight during lessons (e.g. in bags or handed in if requested).
2. **Use of phones during class time is not allowed** – this includes texting, calling, taking photos or videos, or using apps or the internet.
3. **If a phone is seen or used during a lesson without permission**, the teacher will confiscate it and return it at the end of the session.
4. **Repeated misuse** of phones may result in further action, including a conversation with parents or temporary suspension from class.

4.4 Exceptions

- In case of a **medical need** or **special educational requirement**, prior approval must be granted by the Headmistress.
- Phones may be used **outside of class time** (e.g. during lunch or break), but should still be used respectfully and responsibly.
- During online lessons, the device used to join the lesson may be a phone or tablet; it should be used only for the lesson.

4.5 Responsibilities of staff

- Staff are expected to enforce this policy consistently and fairly.
- Teachers may request pupils to hand in phones at the start of a lesson if needed.
- Staff should not use personal phones during lessons other than for School business or emergencies, and must not photograph children on personal devices.

4.6 Responsibilities of parents and carers

- Please support the policy by encouraging your child to follow the rules and use their phone responsibly.
- If you need to contact your child during School hours, please do so via the School office (see Key Contacts, Section 1.5).

4.7 Photography at school events

Parents and family members are welcome to photograph or film their own child at School performances and events. Please respect other families: images that include other children should not be shared on social

media or elsewhere without those children's parents' agreement. The School's own use of images is covered by the Privacy Notice (Section 10).

5. Health and Safety Policy

5.1 Purpose

The purpose of this policy is to ensure a safe and healthy environment for all children, staff, volunteers and visitors at our School. We are committed to promoting the highest standards of health and safety, preventing accidents and responding effectively to emergencies.

5.2 General principles

We aim to:

- Provide a safe and clean environment for teaching, learning and play.
- Identify and manage potential risks on the premises.
- Ensure all staff and volunteers understand their health and safety responsibilities.
- Respond quickly and appropriately to any incidents or hazards.
- Liaise with East Barnet School, and with other organisations hiring the premises at the same time, so that health and safety arrangements on the site work together.

5.3 Responsibilities

- **Committee:** Oversees the implementation of the policy and ensures regular safety checks and staff training. The Committee appoints one of its members as Health and Safety Lead (see Section 1.5), who carries out the annual risk assessment, keeps the incident records under review and liaises with East Barnet School on premises matters.
- **All Staff and Volunteers:** Are responsible for maintaining a safe environment, reporting hazards and following all safety procedures.
- **Parents and Visitors:** Must follow health and safety guidance while on School premises.

The School operates from premises rented from East Barnet School. Building maintenance, fire safety equipment and fixed installations remain the responsibility of the host school; the Committee will report any building defects to the host school promptly.

5.4 Injuries and first aid

- At least one qualified first aider will be present on site during all School sessions. The Committee is responsible for ensuring that a trained first aider is rostered for every session; the Headmistress confirms at the start of each session who it is. The School's first aiders are named in Key Roles and Contacts, Section 1.5.
- First aid kits are clearly marked and located at the **pupil reception**, together with the Incident Book and the class registers.

In the event of an injury:

1. Administer first aid as needed.
2. Record the incident in the **Incident Book**, including the date, time, nature of the injury and treatment given.
3. Inform the child's parent or carer at pick-up, or sooner if needed.

4. For serious injuries, emergency services will be contacted immediately and parents will be informed right away.

Parents are asked to give consent to emergency first aid on the registration form and to keep the School informed of any allergies or medical conditions (see the Privacy Notice, Section 10).

The Committee reports any injury that is reportable under RIDDOR (for example a fracture, or an injury that results in a person being taken from the premises to hospital) to the Health and Safety Executive within the required time, and notifies East Barnet School of any accident or near miss on its premises.

5.5 Emergency evacuations

- All staff and pupils must be familiar with the **evacuation procedures**.
- Fire exits must be kept clear at all times and evacuation maps should be clearly displayed in classrooms and common areas.
- A **fire drill** will be conducted at least once per term.
- East Barnet School premises staff are on site whenever the School is in session. They are responsible for the fire alarm system and for calling the fire brigade. If no premises staff can be found in an emergency, HSHB staff call **999** themselves.
- The lift and the central staircase must not be used in an evacuation. Doors must not be held open with doorstops.

In case of evacuation:

1. **Stop all activities immediately.**
2. **Leave the building quickly and calmly** using the nearest safe exit.
3. **Do not collect belongings.**
4. Teachers must bring the **sign-in/sign-out sheet** to check attendance at the assembly point.
5. Proceed to the designated assembly point: **the pedestrian pathway at the front of the host school, next to the tennis courts and car park.**
6. Await further instructions. Do not re-enter the building until it is declared safe by East Barnet School premises staff or the emergency services.

Lockdown. If East Barnet School staff or the police instruct a lockdown because of a threat outside the building, teachers keep their class in the classroom, close and lock or barricade the door, shut windows and blinds, keep everyone silent and away from doors and windows, take the register, and wait for the all-clear from East Barnet School staff or the police. Pupils outside a classroom go to the nearest one.

5.6 Risk assessment

- Any hazards must be reported immediately to the Headmistress or to East Barnet School premises staff on the day, and to the Committee's Health and Safety Lead afterwards.

5.7 Hygiene and cleanliness

- Children will be encouraged to wash hands regularly, especially before eating and after using the toilet.
- Any spills or hazards (e.g. wet floors) must be cleaned or marked immediately.

5.8 Illness and infection control

- Children who are unwell or showing signs of infectious illness (e.g. fever, vomiting, rash) should stay at home.
- If a child becomes unwell during School hours, parents will be contacted and asked to collect them as soon as possible.
- Staff will follow basic hygiene protocols (e.g. use of gloves when dealing with bodily fluids).

5.9 Medication and allergies

- Parents must give details of any allergies, medical conditions and regular medication on the registration form, and tell the School office of any change.
- The School does not generally administer medication. Where a pupil needs medication during a session, parents should discuss the arrangements with the Headmistress in advance.
- Pupils who carry emergency medication (for example an inhaler or adrenaline auto-injector) must have it with them at all times when attending School, and the class teacher must be told where it is kept. In an emergency, staff will act in line with the first aid consent given on registration and call 999.
- Class teachers are given the allergy and medical information relevant to their class at the start of each year, and it is treated as confidential.

5.10 Visitors

- Anyone who is not a member of staff, a registered pupil or a parent dropping off or collecting – for example visiting KEA staff, clergy, guest speakers or contractors – must sign in with a committee member on arrival and sign out when leaving. The visitors' book is held by the Committee.
- Visitors are accompanied by a member of staff or committee while children are present unless the Committee has confirmed they hold a current enhanced DBS check. No visitor is left alone with a child.
- Staff should politely challenge any adult on the School's premises whom they do not recognise, and report any concern to the DSL or a committee member.

5.11 Food and Drink

The School runs a tuck shop during sessions, staffed by committee members and parent volunteers. We do not cook: we store, heat, assemble and serve pre-prepared food and drinks, in the same way as a sandwich shop or a coffee counter. The following applies whenever food or drink is prepared or served.

- **Registration.** The Committee registers the School as a food business with the London Borough of Barnet, as required of any organisation supplying food regularly, and notifies the Council of any change.
- **Who serves.** At least one committee member or volunteer on duty at the tuck shop has completed Level 2 Food Safety training, and everyone serving is briefed on these rules before their first session. The Committee keeps a record of who is trained.
- **Hygiene.** Everyone serving washes their hands before starting and after any break, ties back long hair, covers any cut with a blue waterproof dressing, and does not serve if they have had sickness or diarrhoea in the previous 48 hours.

- **Allergens.** Items are served in their original packaging wherever possible so that families can read the ingredients. Where something is served unpackaged, the ingredients and the 14 regulated allergens it contains are written on a card displayed at the counter. Volunteers never guess: if the allergen information is not to hand, the item is not sold.
- **Children with allergies.** Volunteers are shown the list of pupils with known allergies before the session. Where a child has a severe allergy, the Headmistress agrees with the parents in advance what that child may be sold, if anything.
- **Hot food and drinks.** Food is heated through until piping hot and served straight away; it is never reheated a second time or kept warm for later. Hot drinks are served at a temperature safe for children, in lidded or sturdy cups, and are not carried through corridors by pupils. Younger pupils are not sold hot drinks.
- **Equipment and surfaces.** Kettles, water heaters and microwaves used by the School are brought and operated only by adults, kept away from where children queue, PAT-tested where required, and never left unattended while hot. Counters and utensils are cleaned before and after service, and cloths are not shared with other cleaning tasks.
- **Storage.** Stock is kept in sealed containers, checked for date and condition before each session, and anything out of date is discarded. Chilled items are sold only if they have been kept chilled throughout.
- **The host school's kitchen.** The School does not use East Barnet School's catering facilities unless the hire agreement expressly permits it.
- **Waste and tidiness.** All waste is cleared and removed at the end of each session, and the area is left as it was found.
- **Food brought from home.** Pupils may bring their own snacks. Parents are asked not to send food containing nuts. Pupils are asked not to share food with each other, because of allergies.
- **If something goes wrong.** Any case of a child becoming unwell after eating at the tuck shop, or any suspected contamination, is reported to the Headmistress and the Committee's Health and Safety Lead the same day, recorded in the Incident Book, and notified to the Council where required.

6. Behaviour and Discipline Policy

6.1 Purpose

We want every child to enjoy learning Greek in a calm, kind and respectful environment. This policy explains what we expect of our pupils, how good behaviour is encouraged, and what happens when expectations are not met. It should be read together with the Anti-Bullying Policy (Section 3) and Mobile Phone Use Policy (Section 4).

6.2 Our expectations

Pupils are expected to:

- Be kind, polite and respectful to teachers, volunteers and other pupils.
- Arrive on time, bring the books and materials they need, and complete the homework set.
- Listen when others are speaking, and follow reasonable instructions from staff, committee members and volunteers.
- Look after the classrooms, furniture and equipment of our host school.
- Stay within the areas of the building allocated to the School and never leave the premises without permission.
- Behave in online lessons as they would in the classroom.

6.3 Encouraging good behaviour

Good behaviour and effort are recognised through praise, positive feedback to parents (for example via ClassDojo), certificates and awards, and opportunities to take part in performances and School events.

6.4 Responding to poor behaviour

Where behaviour falls short of expectations, staff will respond proportionately and consistently. The usual sequence is:

1. **Reminder:** A quiet verbal reminder of the expected behaviour.
2. **Warning:** A clear warning from the teacher, with an explanation of what will happen if the behaviour continues.
3. **Time out:** A short period away from the activity, supervised and within sight of a member of staff.
4. **Parents informed:** The teacher informs parents at pick-up or via ClassDojo and records the incident.
5. **Meeting:** For persistent or serious behaviour, a meeting between the Headmistress, the parents and (where appropriate) the pupil to agree a way forward.
6. **Suspension or removal:** In serious cases, or where earlier steps have not worked, the Committee may suspend a pupil temporarily or, as a last resort, withdraw their place.

Serious incidents – such as violence, deliberate damage, bullying, discriminatory language or behaviour that puts others at risk – may go straight to steps 5 or 6. Any behaviour that raises a safeguarding concern is handled under the Safeguarding Policy.

6.5 Physical contact and restraint

- Physical punishment is never used.
- Staff will not physically restrain a child except where it is necessary to prevent immediate injury to that child or to others, and then using the minimum force needed for the shortest time possible. Any such incident is recorded and reported to the DSL and parents the same day.

6.6 Working with parents

We will always tell parents about significant behaviour incidents and will listen to any concerns they raise. Parents can raise questions about how an incident has been handled through the Complaints Procedure (Section 8).

7. Attendance, Drop-off and Collection Policy

7.1 Purpose

This policy explains how pupils are registered, dropped off and collected so that we always know which children are in our care, and who is authorised to take them home.

7.2 Session times

Session times are set out in Section 1.6, so that they can be updated without reissuing this document. Term dates are published on the School website and via ClassDojo.

7.3 Registration and attendance

- A register (the **sign-in/sign-out sheet**) is taken by the class teacher at the start of every session and is used in any emergency evacuation or lockdown.
- Online attendance is recorded by the teacher at the start of each Wednesday lesson.
- Regular attendance matters, particularly for pupils preparing for GCSE and A Level examinations. Parents should tell the class teacher (via ClassDojo) or the School office in advance if their child will be absent or cannot attend due to illness.
- Where a pupil is frequently absent without explanation, the Headmistress will contact the parents to discuss whether the School can help.

7.4 Drop-off

- On arrival, pupils go directly to their classroom, where the class teacher takes the register. Parents are responsible for their child until the child has reached the classroom, and children should not be left unsupervised in the car park or on the premises before staff are present.
- Please arrive on time. Late arrivals report directly to their classroom teacher, who records the late arrival on the register.
- Parents should follow the speed limit and parking instructions on the host school's site and drive with particular care in the car park.

7.5 Collection

- Children in Nursery to Year 6 will be released only to a parent, or to a person named as an authorised collector on the registration form. Where a collection password has been set, staff may ask for it.
- If someone other than an authorised person will be collecting, the parent must tell the class teacher or the School office **in advance**, in writing (ClassDojo, email or the School WhatsApp Community). Staff will not release a child on the strength of a message from the child alone.
- Pupils in the GCSE and A Level classes may leave on their own only where the parent has given written permission on the registration form or by email.
- Staff will not release a child to any person they reasonably believe is unfit to take responsibility for them, and will contact the parents or an emergency contact instead.

7.6 Late or uncollected children

If a child has not been collected at the end of a session:

1. The child remains with a member of staff (two adults where possible) in a visible area of the building.
2. Staff telephone the parents, then the emergency contacts given on the registration form.
3. If no contact has been made within **30 minutes**, the teacher informs the Headmistress or a committee member.
4. If the child has still not been collected **one hour** after the end of the session and no contact can be made, the School will seek advice from Barnet Children's Services (MASH) – see Appendix A. The child will not be taken off the premises by a member of staff.
5. The incident is recorded. Repeated late collection will be discussed with the parents.

7.7 Missing child

If a child cannot be found during a session:

1. The teacher tells the DSL (or the most senior person on site) immediately, and stays with the rest of the class.
2. The DSL organises a search of the building and grounds, checking toilets, other classrooms, the car park and exits. Other classes are asked whether the child has been seen.
3. If the child is not found within a few minutes, the DSL telephones the parents to check whether the child has gone home or been collected.
4. If the child is still missing, the DSL and parents agree whether to call the police. If the child is aged 5 or under, the police are called immediately on 999.
5. The search continues until the child is found or the police arrive. The incident is recorded and reviewed by the Committee.

7.8 Changes to contact details

Parents must keep their phone numbers, emergency contacts and authorised collectors up to date by informing the School office. See the Privacy Notice (Section 10) for how this information is used.

8. Complaints Procedure

8.1 Purpose

We aim to work in partnership with parents and to resolve concerns quickly and informally wherever possible. This procedure explains what to do if you have a concern or complaint about the School, its staff or its committee, and what you can expect from us.

Concerns about the safety or welfare of a child are not handled under this procedure – they should be raised immediately with the DSL under the Safeguarding Policy (Section 2). Where a complaint relates to a safeguarding referral made by the School, the School's consideration of it is limited to whether the decision to refer was reasonable on the information available at the time; the referral itself is a matter for the external agencies.

8.2 Stage 1 – Informal

- Most concerns can be settled by a conversation with the class teacher, either at the end of a session or by arranging a time to talk. Please do not raise concerns in front of the children.
- If the concern is about a teacher, or has not been resolved by the teacher, speak to the Headmistress.
- We aim to respond to informal concerns within **5 working days**.

8.3 Stage 2 – Formal complaint

- If you are not satisfied after Stage 1, put your complaint in writing to the Chairman at the School office email address (see Key Contacts, Section 1.5), marked “Formal complaint”. Please state what has happened, what you have already done about it, and what outcome you are looking for.
- The Chairman (or another committee member nominated by the Chairman, if the Chairman is involved in the matter) will acknowledge your complaint within **5 working days**, investigate – which may include speaking to you and to the key people involved – and give you a written response within **15 working days** of the acknowledgement. If more time is needed we will tell you why and when to expect a reply.

8.4 Stage 3 – Committee review

- If you believe the Stage 2 response has not resolved matters, you may ask within **10 working days** for the complaint to be reviewed by a panel of **three committee members** who have not previously been involved.
- The panel will consider the complaint and the Stage 2 response, may invite you to meet with them, and will give a written decision within **20 working days**. The panel's decision is final.

8.5 Complaints about the Chairman or the Committee

A complaint about the Chairman should be sent to the Vice Chairman, who will take the Chairman's place in this procedure. A complaint about the Committee as a whole is heard at Stage 3 by the trustees not involved in the matter.

8.6 Complaints from staff and KEA

Staff concerns are dealt with under their terms of engagement. Where a concern involves a teacher provided by KEA, the Headmistress will liaise with KEA as appropriate.

8.7 Records and confidentiality

All formal complaints and their outcomes are recorded and kept confidentially for three years. Complaints are treated seriously and no parent or child will be treated less favourably for having raised one. Where a complaint is made anonymously we will still consider it, but we may not be able to investigate fully or reply.

8.8 If you remain dissatisfied

The School is a registered charity. If your complaint concerns the way the charity is governed and it has not been resolved through this procedure, you may contact the Charity Commission (www.gov.uk/complain-about-charity). Complaints about how we handle personal information may also be made to the Information Commissioner's Office – see the Privacy Notice (Section 10).

9. Whistleblowing Policy

9.1 Purpose

Staff, volunteers and committee members should feel able to raise concerns about poor or unsafe practice at the School, and to know that those concerns will be taken seriously and acted on. This policy explains how to do so. It covers concerns about how the School is run, the conduct of another member of staff or volunteer, the treatment of any child, or any other wrongdoing – including where you feel a safeguarding concern has not been handled properly.

Personal grievances about your own role are not whistleblowing; those concerns should be raised with the Headmistress or the Chairman directly.

9.2 How to raise a concern

1. Raise the concern with the DSL. If the concern involves the DSL, raise it with the Deputy DSL. If it involves both, raise it with the Vice Chairman (see Key Contacts, Section 1.5).
2. You can raise a concern in person, by phone or in writing. State what you are worried about, what you have seen or heard, and when. You do not need proof – a reasonable concern is enough.
3. The person receiving the concern will acknowledge it, look into it (which may include referring it to the LADO, Children's Services or the police), and tell you the outcome where it is appropriate to do so, normally within **15 working days**.

9.3 If you cannot raise it internally

If you feel unable to raise a concern within the School, or you have done so and believe it has not been dealt with, you can contact:

- The **NSPCC Whistleblowing Advice Line** – 0800 028 0285 (for concerns about how child protection is being handled).
- **Barnet Children's Services (MASH)** or the **LADO** – see Appendix A.
- The **Charity Commission** – to report serious wrongdoing at a charity.

9.4 Protection

No one who raises a concern in good faith will suffer any detriment for doing so, even if the concern turns out to be unfounded. Concerns are treated confidentially as far as possible; your identity will not be shared without your agreement unless the law requires it. Deliberately raising a false or malicious concern may lead to disciplinary action.

10. Privacy Notice

The School's Privacy Notice is published as a separate document so that parents can read it at the point of registration and so that it can be updated independently of this pack.

It explains what personal information we collect about your child and your family, why we collect it, who it is shared with, how long it is kept and what rights you have over it. It is given to parents when they register, online at portal.hshb.org.uk/register or on a paper form, and is published at **www.hshb.org.uk**.

Staff and volunteers should read it alongside this document. In particular:

- Registration and pupil records are held on the School Portal and are seen only by the committee members, teachers and teaching assistants who need them. Tuck shop volunteers are shown allergy information only (see Section 5.11).
- Photographs and video of children may be used only where the parent has given consent on the registration form, and are never taken or shared on personal devices or personal accounts (see the Code of Conduct at Section 2.8).
- Medical and allergy information is confidential and is shared only with the staff who need it to keep the child safe.
- Safeguarding records are kept separately and securely by the DSL (see Section 2.9).

Information about staff, volunteers and committee members is covered by the separate Staff Privacy Notice, given to each person when they join.

Any question about personal information, or any request from a parent to see, correct or delete information, should be passed to the Chairman or Vice Chairman without delay. Complaints about how personal information has been handled must be acknowledged within 30 days.

Appendix A – Safeguarding Contacts

Use these contacts if the DSL or Deputy DSL cannot be reached, or when the DSL decides that a concern must be referred on. In an emergency, always call 999 first.

Who	When to use	Contact
Police – emergency	A child is in immediate danger	999
Police – non-emergency	To report a concern that is not an emergency	101
School DSL	Any safeguarding concern about a child at the School	See Key Roles and Contacts, Section 1.5
School Deputy DSL	If the DSL is unavailable	See Key Roles and Contacts, Section 1.5
School first aiders	Injury or illness during a session	See Key Roles and Contacts, Section 1.5
Barnet Multi-Agency Safeguarding Hub (MASH)	Referring a concern about a child to Barnet Children's Services (Mon–Thu 9am–5.15pm, Fri 9am–5pm)	020 8359 4066 MASH@barnet.gov.uk
Barnet Children's Services – out of hours	Urgent concerns evenings, weekends and bank holidays (covers Saturday sessions)	020 8359 2000
Barnet Local Authority Designated Officer (LADO)	Allegations or concerns about an adult who works with children	LADO@barnet.gov.uk (or via MASH, 020 8359 4066)
NSPCC Helpline	Free advice for adults worried about a child, 24 hours	0808 800 5000 help@nspcc.org.uk
Childline	Free, confidential helpline for children and young people	0800 1111

External contact details are checked at each annual review. If a child normally lives outside Barnet, the DSL should contact the local authority for the area in which the child lives.

Statutory guidance: Working Together to Safeguard Children (HM Government) and Keeping Children Safe in Education (DfE, part one) inform this policy and are available at www.gov.uk.

Appendix B – Safeguarding Concern Record

Complete this form as soon as possible after a concern arises or a disclosure is made. Write down what you saw or heard using the child's own words; do not add your own interpretation. Hand the completed form to the DSL in person. Do not email or photograph it.

Child's name	
Class / year group	
Date and time of concern	
Where it happened	
Your name and role	
What happened / what was said (use the child's own words)	
Anyone else present	
Any visible injuries (describe – do not photograph)	
Action you took (e.g. reported to DSL, time)	
Signed	
Date	

For DSL use only

Date received	
Action taken / agencies contacted	
Parents informed? (Y/N and date, or reason not informed)	
Outcome / follow-up	
DSL signature and date	

Appendix C – Approval

These policies were approved by the Committee of the Hellenic School of High Barnet. The approval date and effective date are recorded in Document Control at the front of this document. A copy signed by the Chairman, the Vice Chairman and the Headmistress is held in the Committee's records.

The policies will be reviewed annually by the School's leadership and the Committee, or sooner if necessary.

All staff, volunteers and committee members sign to confirm that they have read and understood these policies, in particular the Safeguarding Policy and the Code of Conduct at Section 2.8, and the Whistleblowing Policy at Section 9. The signature sheets follow this page; they are not numbered as part of the document so that they can be replaced as staff and volunteers change.

Committee Signatures

Members of the Committee confirm below that they have read and understood these policies, in particular the Safeguarding Policy and the Code of Conduct at Section 2.8, and the Whistleblowing Policy at Section 9.

Name	Role	Signature	Date

Staff Signatures

Teaching staff confirm below that they have read and understood these policies, in particular the Safeguarding Policy and the Code of Conduct at Section 2.8, and the Whistleblowing Policy at Section 9.

Name	Role	Signature	Date

Volunteer Signatures

Volunteers, including parent helpers, confirm below that they have read and understood these policies, in particular the Safeguarding Policy and the Code of Conduct at Section 2.8, and the Whistleblowing Policy at Section 9.

Name	Role	Signature	Date