



# Harbour

International

School Brochure 2023-2024









# Harbour International Department

Harbour International is an internationally minded primary school being privileged to represent over 40 different nationalities. We pride ourselves on the caring and safe environment we provide for the whole community and the individualised education we provide for all children.

This booklet aims at providing you with important information for the school year 2023 -2024. We will also keep you informed about our school through our newsletters and Seesaw. Please also check our website for the latest information:

www.harbourinternational.nl.

If you have any further questions, please contact the school so that we may assist you. We hope we can answer most of your questions with this booklet and on behalf of the staff of the school we wish you a fantastic school year!

The Harbour International Team.

### Practicalities

The Harbour International Primary School Graaf Florisstraat 56 3021 CJ Rotterdam Telephone: 0031 (0)10 448 22 66 Website: www.harbourinternational.nl

#### **Email addresses:**

Head of school: Jacqueline Scott jacquies@harbouribsr.nl
Admissions: Veronique Zancarini veroniquez@harbouribsr.nl
Other enquiries: Katia Taylan katiat@harbouribsr.nl

## Stichting BOOR

The Board of Education for Rotterdam (BOOR) is the managing group for both primary and secondary public education in the Rotterdam area. All of our staff are employed by BOOR and meet the high standards set by them.

## Moving on

Once pupils have successfully completed their primary education at the Harbour International, they may move to an international secondary school of their choice. If the family plans to remain in Rotterdam, the children may continue their education at our international school, the Rotterdam International Secondary School (RISS): Website: https://riss.wolfert.nl/

### The Harbour Team

- Barbera Everaars Director
- Jacqueline Scott Head of school
- Other members of Staff:
  For the school year 2023–2024, Harbour International will be composed of 16 classes. These will include two groups 1, two groups 2, one group 2 and group 3 combined, two groups 3, two groups 4, two groups 5, two groups 6 and two groups combining children in group 7 and 8. A new group o for children turning 4 during the school year will open in January 2024. In addition to our Senior Leadership

Team, our team is also strengthened by other staff members. The complete list of our team can be viewed on our school website.

# Conditions for admission

The Harbour International School is a state funded school and must comply with regulations on admission of students. These rules are to be found in the Primary Schools Act (Wet Primair Onderwijs), article 40, paragraph 5. The Harbour International provides education for families with children between the ages of 4 and 11 who are living for a limited period in the Netherlands. Our school can only accept:

- Children with a non- Dutch nationality who have a parent working or studying in the Netherlands for a limited time.
- Dutch children who have had at least two years of international education while their parents were employed or lived overseas.
- Children of Dutch nationals who will be moving overseas within two years (proof of future posting overseas will be required in this case).







In line with our values, our school aims to be as inclusive as possible, within the limitations of the physical and human resources available to us within our unique setting. We take the time to evaluate each individual child's needs, to establish the level and type of support required and to determine whether we will be able to provide what they need to enable them to be successful learners and develop to their full potential within our school. The safety of our staff, pupils and visitors are important to us. We may not be able to cater for children who have severe physical challenges as our lovely old building has three floors and no lifts.

Currently, we are unable to cater for children who have complex special educational needs; children who need materials, equipment and/or specialised help that are not readily available; Children who are a threat to the learning environment of other children and/or teachers. A full copy



https://www.harbourinternational. nl/admissions-harbour/admissions-requirements-and-learning-support-profile/

# Mission and Vision

on our website:

# Our vision (our ambition for our pupils)

To educate our pupils to become caring, happy, confident people, who can adapt to our ever-changing world successfully, whilst being ethically and purposefully engaged in making a positive impact on their world.

# Our mission (how we will achieve it)

By providing a high quality, values-led international education, within a safe, stimulating environment where all are supported to achieve their best.

### Curriculum

We use the International Primary Curriculum (IPC) to develop children's knowledge, skills and understanding across a wide variety of subjects. The IPC aims to develop international-mindedness and citizenship alongside the traditional subjects.

A curriculum pathway is mapped out for each year group, using topics chosen to inspire and enthuse.

Due to having mixed-age classes, we are working with a two-year rolling programme.

For more information, please visit the IPC website: https://fieldworkeducati-on.com/curriculums/primary-years

To supplement the IPC, we also teach the following subjects:

#### Literacy

All literacy is taught within a language and book-rich environment. Literacy is central to all other areas of learning. We are currently trialling a revised approach to teaching phonics, introducing fully decodable reading books alongside the sounds taught in class, thus enabling quick progress in reading, writing and spelling.













- Loarning begins

In Group Zero and One, this process begins with developing good sound discrimination, rhythm and rhyme, alliteration and sound vocalisation, to provide a solid foundation for the phonics teaching that follows.

For writing, we are currently trialling the Power of Reading approach, developed through many years of research and trials by the Centre for Literacy in Primary Education. This is book focussed and incorporates the teaching of grammar and punctuation within it. All genres are covered across the year and teachers plan collaboratively. The chosen books link with our IPC topics wherever possible, allowing cross-curricular learning and links to take place. This makes it more embedded and meaningful.

#### **Mathematics**

At Harbour International, right from the start, we focus mainly on ensuring a strong conceptual understanding of Maths and embed this into 'real world' situations as much as possible, leading to Maths Mastery. Rote learning is avoided but automatic recall comes with practice and conceptual understanding.

To support this approach, we use the Maths No Problem scheme, which is strongly research-based.

Learning begins with concrete materials, moving to pictorial representation and ending with abstract representation — CPA for short.

If you would like to know more about this approach, please visit the website at https://mathsnoproblem.com/

#### **Global Citizenship**

This year, we are trialling Jigsaw as a teaching resource to deliver Personal, Social, Emotional, Health and Wellbeing education, to further support our school aim of giving children the tools to have the best possible life as global citizens.

You can find out more via their website: https://jigsawpshe.com/home

# EAL - English as an Additional Language

Our EAL teachers work with children from groups 3–8. They support the language learning of children who have a different home language than English in small groups, to help them acquire the English language skills necessary to access the full curriculum. The EAL teachers collaborate with class teachers to support them with EAL in the classroom. If your child receives EAL, you will be informed via the EAL department.

Children from groups 0-2 do not receive EAL support from the EAL teachers; younger children acquire language through play and a language-rich rich environment with appropriate early learning activities.

#### **Dutch Language and Culture**

Dutch language and culture is currently taught in groups 2-8 to pupils who have a sufficient command of the English language. Your child's teacher will inform you when your child starts receiving Dutch lessons and either Wayca or Dagmar will be your child's Dutch teacher. Our program aims at teaching "social Dutch" so that students can develop the communication skills needed in everyday situations, rather than helping students reach bilingual proficiency. We also aim at helping the students gain insight into everyday life and the customs of the Netherlands as a host country. We offer two hours of lessons per week.

#### **Physical Education (P.E.)**

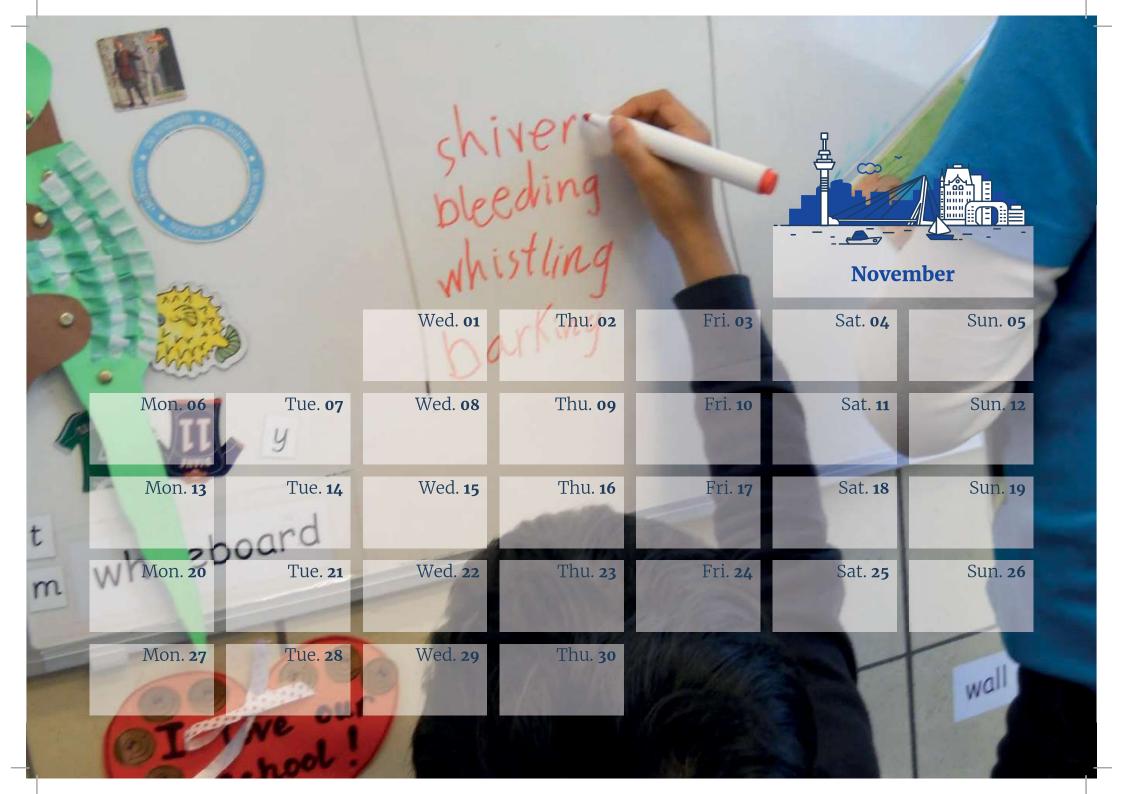
A qualified gym teacher delivers the gym lessons. Children from group 3–8 must bring gym clothing and non-marking white-soled shoes to each gym lesson. Children should not wear any jewellery during the gym lesson for safety reasons. For children

in the lower school, it is important to wear clothes that they can easily take off and put on by the children themselves.

As part of the P.E. programme, children from Group 4 currently attend weekly swimming lessons at the local pool. Both swimming and P.E. lessons are compulsory and all children are expected to take part unless they have a letter from a doctor explaining why they are unable to participate in these lessons.

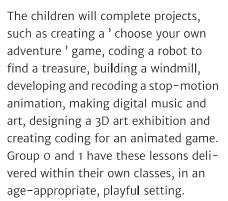
#### **Technology**

We have a qualified Technology teacher. All children, including those from the younger groups, receive weekly technology lessons. These lessons cover a wide range of learning. The goals of these lessons are to expose children to as many different forms of technology as possible so that they can adapt to new challenges and learn to be safe and responsible in their use of technology. This is accomplished through using various devices and software, as well as developing problem-solving skills and logical thinking through coding and group work.









# Joining or Leaving the School

The Harbour International has admission and leaving procedures, which all families need to follow.

Admission to the school is based on documents provided and a personal meeting with the parents and pupil(s). The admissions officer is the first point of contact for admission.

A place for a pupil is based on availability of spaces in each class.

A non-refundable deposit of €150 will

be asked to reserve a place and cover administration costs.

Before a child can be deregistered from the school, we must have the new family home address and new school details. The child will then receive a leaving certificate from the Rotterdam City Council signed by the Head of School. This is given to the family at the same time they receive the final school report. It is essential that the family informs the City Hall where they are registered if they are leaving the Netherlands. It is also essential that our school is kept informed of any change of address or telephone numbers.

one instalment in September or in two instalments in September and January. Parents have the responsibility to pay the fees on time. If the school fees are paid by the parents' company, it is possible to ask our administration department to raise specific invoices. A significant part of the school fees is used to pay for the extra salary costs to enable smaller class sizes, as well as contributing towards other areas e.g., lunchtime supervision for each child - school trips (excluding camp fees for groups 6 and 7) - cultural education - cleaning costs - resources such as books, furniture, computers etc.

### School Fees

The school fees for the school year 2023-2024 are € 4000,- (per year and per child) and is non-negotiable. Children who enter our school during the school year or leave earlier than the end will benefit from a discount calculated pro-rata. Details can be found in our Terms and Conditions 2023-2024 that are shared with parents during the application process. Fees can be paid in

## School Holidays & Study days

In addition to standard school holidays, the children do not have school when our staff has either training days or administration days. The full calendar for 2023–2024 can be viewed on our website under the heading "school holidays".

# A typical day at the Harbour International

#### **School Hours**

- Monday, Tuesday, Thursday, Friday: 08:45 - 15:00
- Wednesday: 08:45 12:30

Lessons start at 08:45 sharp. Doors open at o8:30. Please ensure that your child arrives promptly every day. It is essential that your child begins the day with their classmates so they may start learning activities together and participate in group interaction. If your child is late three times within a 6-week period, a letter will be sent home requesting you to meet with our Pastoral Leader and discuss this. Children should be collected punctually at 15:00 and on Wednesdays at 12:30. If you are going to be unavoidably late, please contact the school immediately and indicate the alternative arrangements you have made for the pick-up.









#### Snack and lunch at school

All children eat a snack and their lunch at school in their classroom. Please ensure your child brings a packed lunch, a snack and a water bottle on Monday, Tuesday, Thursday and Friday. Wednesdays are shorter days and only a snack and a drink are needed. We do not have the facilities to heat food up.

We are a nut-free school: Since some staff members and students are highly allergic to nuts, nuts must not be included in your lunch boxes (please avoid any types of nuts, not only peanuts). If in doubt, leave it out.

As a school, we promote healthy eating and the following are not permitted: sweets, chocolate, chewing gum, glass bottles or fizzy drinks. During the lunch break, professional supervisors (called overblijf teachers in Dutch) are paid to supervise the children during lunch and playtime.

#### Homework

Homework might be given for the following reasons:

- to support, extend and reinforce work in the classroom
- to promote independent learning
- to develop good study habits. Children are encouraged to take their

reading and library books home so that reading becomes an important activity in their daily routine. Older pupils may be required to carry out work for projects at home using reference books in their home language.

#### **School Trips and School Camp**

School trips are planned throughout the school year. These may be cultural and/or linked to an IPC topic to enhance the learning experience. Parents will be informed of these trips beforehand and parent volunteers might be asked to accompany the teacher(s). Dates of these trips will be announced in advance in the newsletter or by the teachers via Seesaw.

School Camp will take place once a year. Groups 6, 7 and 8 go away on camp with their teachers for two and three nights. This takes the learning outside and the children take part in various outdoor activities to develop their resilience, team building and creativity skills. The cost of this trip is not included in school fees and parents will be asked to pay for it separately.

#### **Birthday treats**

Birthdays are very special moments and the children are very welcome to celebrate their birthday in school. They may bring a small treat to share with their class at snack time, e.g. a small plain cupcake, a small box of raisins or some

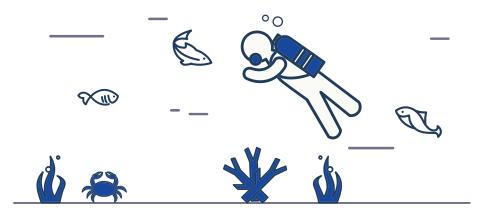
fruit. We kindly remind you that we are a nut-free school and that you should not bring any food item that contains any type of nuts. If you choose to bring cupcakes, please ensure the class teacher receives a full list of the ingredients (as allergies are not limited to nuts and we also have children who may not eat certain foods. Please do not bring large cakes that need to be cut in class nor any food unless you are sure of the ingredients inside.

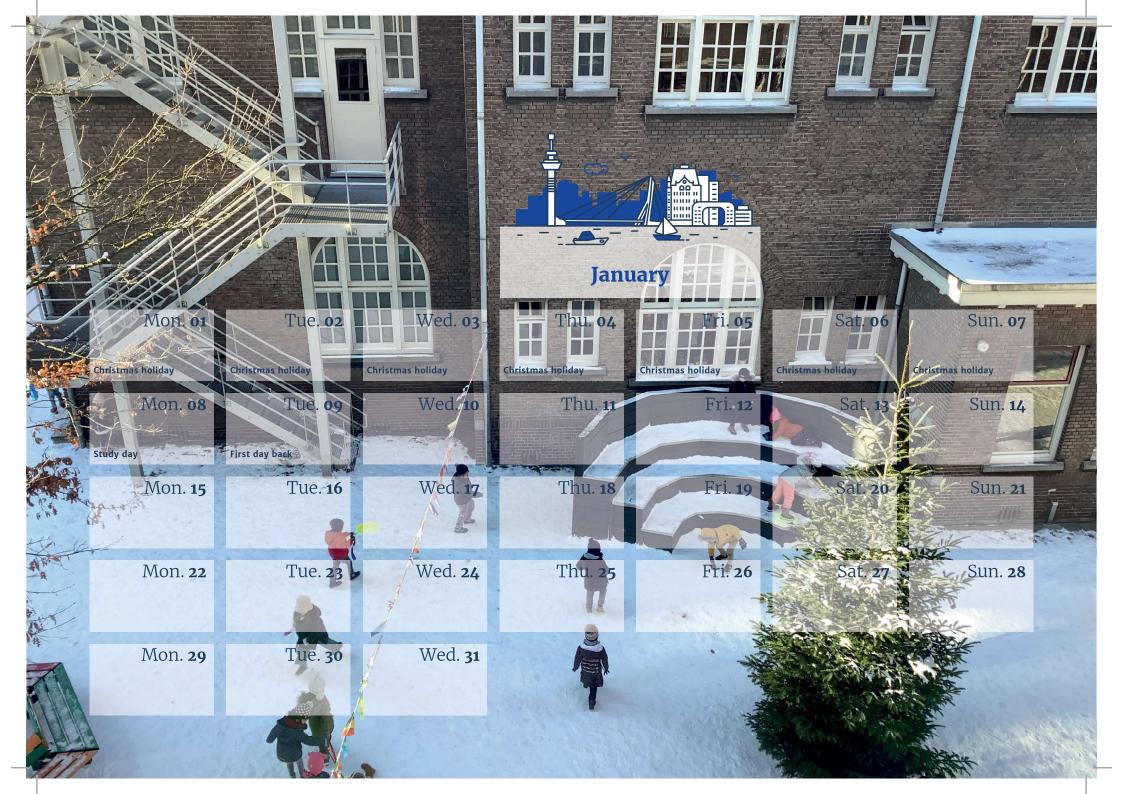
It is easier to give party bags to be given out in class by your child at the end of the school day and taken home where the parents can monitor what is being eaten by their child.

#### **Absenteeism and Special Leave**

If your child is ill and cannot attend school, you must contact us (via Seesaw to the class teacher or via telephone) on the day of absence before 08:30 am.

The Leerplichtambtenaar is an official in charge of checking that the rules regarding Leerplichtwet (compulsory education law) are followed. According to Dutch law, schools are responsible for monitoring and controlling all absences of their children from school. Our school is legally required to inform the Leer-







plichtambtenaar when any child misses more than sixteen hours of school over a period of four weeks. The school may also inform the Leerplichtambtenaar if a child has been late too many times. Once the Leerplichtambtenaar has received such information from the school, the parents will be contacted to

determine what action may be taken.

Only in a few specific circumstances can schools grant permission for children to miss school during the school year. Schools may grant permission for a child to be absent from school for events such as weddings, funerals, religious holidays and moving house. A special form must be requested from our administration office and completed in advance (with at least six weeks' notice of the absence unless the reasons invoked were unpredictable).

School attendance records are regularly inspected by our Leerplichtambtenaar, who also checks for pupil absences right at the beginning or end of the school term, as they are regarded as very suspicious periods. This law is taken seriously and could result in parents being fined if the Leerplichtambtenaar determines that

the regulations have been broken. If you are unsure about any of this, then please ask the school administration office for advice.

Our Pastoral Leader monitors absences and will contact you if your child is missing too much schooling via absence or persistent lateness.

# Other practicalities

#### Library

Children may borrow books from the school library. Each child will be given their own library bag to keep their library books in. Books may be borrowed for one week. After a week, children must return the book to the library so they may take out another book or they may renew their old book for another week. The library is run by parent volunteers, so if you have any spare time, parents, please volunteer!

#### After school clubs

Every year, we organise a wide range of co-curricular activities during the lunch breaks and after school. These vary from year to year, depending on the availability of space and staff expertise. All information on current clubs is shared with parents at the start of each term. Clubs are run by teachers and outside organisers. Some of these clubs are free whilst others may be subject to a fee.

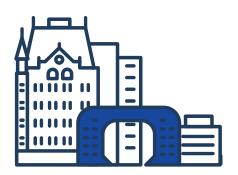
#### After School Care (BSO)

It is possible to make use of after school care service (BSO) for your child. Care during school holidays is also possible. Both are subject to additional costs. These organisations are separate from school and may have a waiting list. Therefore, new families are strongly encouraged to contact the organisations below as soon as possible to reserves spaces.

- https://www.kinderdam.nl/ binnenstebuiten
- https://www.hunwereld.nl/
- http://hutspot.info/
- https://steigertje.nl/en/
- https://www.roetsj.com/

### **Pupil Progress**

The progress of each pupil is closely monitored throughout the school year by the classroom teachers through curriculum-based assessments. Additionally, standardised UK tests for reading, spelling and mathematics are also used. The pupils are tested in mathematics and reading from Group 3 upwards at the end of the school year. The spelling test takes place twice a year. This assists the school in ensuring that the pupils are attaining the appropriate level according to their age and ability. Standardised tests also provide valuable information for the pupil's next school. All test results are recorded by the Special Education Needs co-ordinator who, in consultation with the classroom teacher, provides extra help when deemed necessary.







There are two pupil monitoring meetings per year to discuss each group. The dates are set at the beginning of each year. The class teacher and the Special Education Needs co-ordinator are present. Possible topics for discussion are:

- the general development of each child
- test results from the pupil monitoring system
- identification of children with behavioural problems
- identification of children with learning difficulties

Once a month the Head of the International Department and the Special Education Needs co-ordinator meet to discuss the progress of all pupils.

## Range of Assessments

The pupil monitoring system contains standardised British tests that are independent of the curriculum, with the components of reading, comprehension, spelling, mathematics and a non-verbal assessment.

**Group 3:** Progress Test in Maths 7,

New Group Reading Test, New Group Spelling Test

**Group 4:** Progress Test in Maths 8, New Group Reading Test, New Group Spelling Test

**Group 5:** Progress Test in Maths 9, New Group Reading Test, New Group Spelling Test, Cognitive Abilities Test

**Group 6**: Progress Test in Maths 10, New Group Reading Test, New Group Spelling Test

**Group 7:** Progress Test in Maths 11, New Group Reading Test, New Group Spelling Test, Cognitive Abilities Test

**Group 8:** Progress Test in Maths 12, New Group Reading Test, New Group Spelling Test, Cognitive Abilities Test C (if not completed in group 7)

#### **Learning Support**

In the event of any concerns in regard to progress or learning behaviours, a meeting with the Special Education Needs Coordinator, the learning support teacher, the classroom teacher and the parents will be held.

Sometimes it is decided to request observation and testing by external experts. This leads to concrete advice that can be processed in school. In severe cases, the school can decide to refer a child to special education. No decision is taken without the parents' prior knowledge. However, referral to special education is frequently not possible due to the language barrier,

a limited stay in the Netherlands and the limited availability of special education in English.

Passend Primair Onderwijs (PPO) Rotterdam is an external agency which provides support, guidance and assessment of children with special educational needs.

Learning support is organised into three waves:

Wave 1 - differentiation by the classroom teacher (with advice from the learning support team).

Wave 2 – extra support from the learning support team (usually in class)

**Wave 3** – planned interventions by the learning support team. In some cases, children may follow a different programme to the class in a certain area. This support is documented in an Individual Education Plan (IEP).

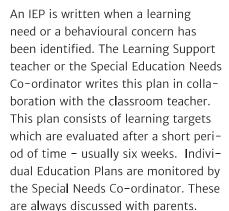












# Timetable for Reporting to Parents

September Welcome to class information meeting

- October: Initial parent meeting
- February: First written report
- February: Second parent meeting
- March: Pupil led conferences
- June: Second written report/final parent meeting



# Our school community

#### **Parent Support Group**

The PSG meets approximately once a month to plan special events. Meetings usually last around 45 minutes. You may join the PSG without attending the meetings and they will be happy to update you via email or via the use of the self-run WhatsApp group. In all cases, you can help occasionally, regularly or even just once! Special activities and events are organised throughout the year. The PSG also helps teachers with ' large events ' such as Charity Day, Sinterklaas and Christmas.

If you wish to support fundraising for the children of our school, please consider joining the Parent Support Group. Everyone is welcome to do what they can, when they can. Even a few hours dedicated to supporting our school will go a long way!

The money raised by the PSG is used to provide extra resources and special events for all the children. Please contact psg.harbourinternational@gmail.com if you would like to get involved.

#### **Activities/lessons for parents**

The school helps to organise classes of interest to parents. In the past, these have included Dutch and English lessons but can also include well-being classes such as Pilates. This is based on the interests of the parents and changes depending on the availability of instructors. The list of all activities and lessons organised at our school for the parents are shared regularly via our newsletter and Seesaw.

# Health, Safety and Wellbeing

# View on Safety - Better Safe than Sorry

Our school pursues an active policy aimed at safety. We list and evaluate risks on a regular basis and use the information to draw up a plan in order to adjust possible dangerous situations. In order to keep this knowledge up to date, courses are given on a regular basis. We also have the correct number of emergency response workers among our staff as is required by the Health and Safety Service (BHV).

Fire drills are held 3 times a year to ensure that both children and staff know exactly what to do in case of an emergency. We work closely with the local fire department. Every year, the fire brigade visits our school in order to give us safety advice. We also have a lockdown procedure in place, which will also be periodically practised. The school takes the emotional safety of all children seriously. We promote high levels of respect and care for each other and help children to resolve their differences. We have a positive behaviour policy and an anti-bullying policy in place.

#### Medication/First aid

First Aid basic training is given to all staff members. However, staff are not allowed to administer paracetamol, aspirin or any other sort of medication. Parents have sole responsibility for administering such medication themselves. It is the duty of parents to inform the class teachers about any medication their child is taking. We make exceptions for medication when there is written notification from a doctor and when the parents have filled in a medication form. If you need more information, you may contact the class teacher. Parents will always be contacted when their child is sick or has an accident in school.







During school hours (including excursions and sporting events) and for one hour before and after school (including travel to and from school) pupils are insured against accidents. The insurance does not cover damage to clothing, glasses etc. If your child has an accident during school hours, parents must fill in an accident form given by the school and return it within 48 hours from the time of the accident. All parents must provide the school with two telephone numbers so they may be contacted in case of an emergency. It is important to keep this information up to date.

#### **Property/liability**

The school is neither responsible nor liable for the loss of pupils' personal property. Mobile phones, Smart watches and any other valuable items are not allowed to be used during school time. Parents are responsible for any loss or damage to their children's belongings.

We advise all parents to take out a Third-Party Insurance to cover any damage to school property caused by a pupil in the school (such as breaking a window) as this is the responsibility of the parents. This usually can be done via the bank with which the family has opened an account.

#### **Smoking**

Smoking is not permitted anywhere in the school (including on the playground).

#### Dogs

For safety reasons, it is not allowed to bring dogs (however small or large) into the school premises (that includes the playground). Exceptions will be made for dogs accompanying a visually impaired person.

#### Meldcode

The Rotterdam 'meldcode' domestic violence is an action plan for professionals and organisations for (suspicion of) domestic violence and child abuse.

The school has a legal obligation to act according to this code. The action plan offers support to professionals by clarifying what is expected from them. This is not only important for the professional, but also contributes to effective help for the victim and offender. For whom is the meldcode? The meldcode is aimed at professionals and organisa-

tions who offer education, help, care or support in the Rotterdam region. They can be teachers, social workers, doctors, (psychiatric) nurses and guardians. Want to know more? You can find the complete text and explanation on www.huiselijkgeweld.rotterdam.nl

#### **GDPR** regulations

As per May 2018, the whole of Europe is obliged to adhere to privacy regulations (Algemene Verordening Gegevensbescherming). Our board, Stitching BOOR, has made a protocol which all BOOR schools, including ours, strictly adhere to. All personal records are safely kept and access is limited.

It is also our duty to closely monitor your child's privacy with regard to photographs. Every child starting with us will not be photographed by our staff and pictures will not be posted anywhere unless parents grant us permission to do so.

For details about our GDPR regulations and how we apply them, please consult our website: https://www.harbourin-ternational.nl/our-school/school-policies/

## School Health Professionals

#### **School doctor**

The Dutch healthcare system organises regular check-ups with the school doctor for all Group 2 and Group 7 pupils who are registered at our school. Parents will automatically receive an appointment card when their child is due for a check-up. The school doctor can be consulted about any worries you might have about your child.

- Dr. S. Marapin
   Eudokiaplein 31 3037 BT Rotterdam
   o10 2010110
   s.marapin@cjgrijnmond.nl
- Nurse: Jamila Faloun
   o6 16 64 81 62
   j.faloun@cjgrijnmond.nl
   (Available Tuesday, Thursday,
   Friday)









It is possible for your child to be examined by our school dentist and twice a year, the school dentist visits the school. The visits are not compulsory so, if you prefer, your child can be treated by your own family dentist. For those families who wish to make use of the school dental service, enrolment forms are available from the administration officer.

Beukelsdijk 107-109
 3021 AE Rotterdam
 010-411 69 60
 baliebeukelsdijk@mondzorgvoorkids.nl

#### Social Worker

A registered social worker is available for consultation by special appointment. The social worker may assist you in dealing with social-emotional problems, particularly when a family has moved to a new country. Parents may also consult her about any worries they have concerning child-rearing issues and interpersonal family issues. The social worker may assist pupils/parents in adjusting to their new surroundings and environment and we encourage our families to make use of her s ervices when necessary. Our social workers details:

 Angelique van Gelder Stichting Maatschappelijk Werk Kipstraat 37, 3011RS Rotterdam. Telephone: 06 83678531 Email:

angelique.vangelder@wmoradar.nl

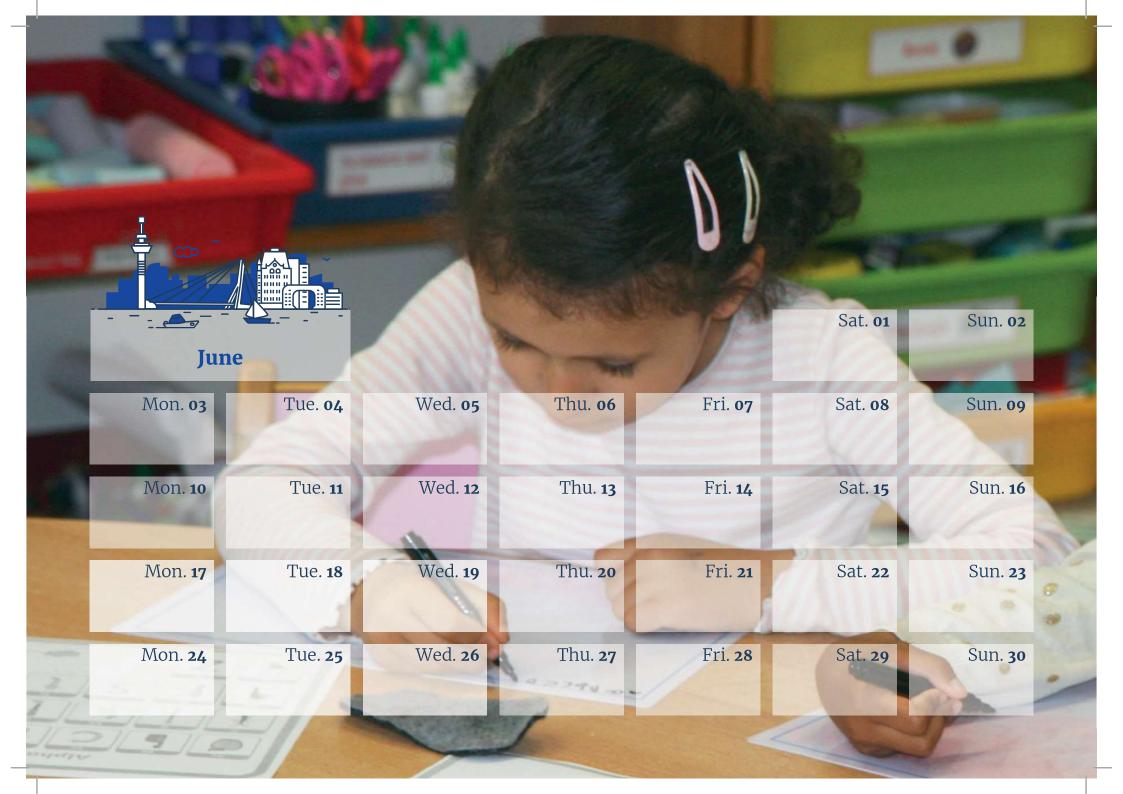
# Improvement

#### Areas developed in 2022 - 23

- Refined teaching of Maths No Problem, in terms of subject knowledge, questioning and differentiation.
- Further developed Early Years Maths with a focus on subject knowledge
- Developed the role of learning coaches further to support professional development.
- Researched and partially trialled PSHE programme for the whole school.
- Trialled CLPE Power of Reading (a book focussed approach) in Groups 4-8 for a year, incorporating punctuation and grammar and linking to IPC topics, to support writing success.
- Researched and trialled a new Phonics approach, linked to fully decodable reading books for groups 0-3 to improve reading skills further.

#### Areas to Develop in 2023-24

- Continue to strengthen the positive school culture, underpinned by respectful relationships and a strong sense of community and wellbeing.
- Further develop a child-led, playful pedagogy and curriculum in Early Years, including through enhancing the learning environment within the class and outdoors.
- Continue our trial of Power of Reading, our Phonics programme and Jigsaw (Personal, Social, Health and well-being and Emotional Development programme)
- Continue to build upon our skills in using metacognitive skills and formative assessment throughout the curriculum.





# School Governance and Procedures

Stichting BOOR Schiekade 34 3032 AJ Rotterdam

#### School Council: Medezeggenschapsraad (MR)

The Medezeggenschapsraad (MR) is a legal obligation of each school. In total, it comprises two parents and two members of staff from the International Department. Parents are elected onto the Board by the other parents. The MR advises the school on various matters concerning the primary school (including the International Department) and helps define and formulate school policy.

The MR meets once a term or more regularly if needed. There is an open discussion for the last half hour and any parent is free to attend this part of the meeting. The meetings are conducted in English.

More information about our MR and their contact details can be found on our website.

This school guide has been approved by our School Council (MR).

#### **Arbitrator (Klachtencommissie)**

The school attempts at every level to resolve misunderstandings that may arise between pupils/staff/parents. In the first instance we ask you speak to the class teacher about any concerns you may have. If after this you still feel like the problem has not been resolved, then you can seek an appointment with, Jacqueline Scott, the Head of School.

For confidential issues which you may prefer not to discuss with either the teacher or the Head of the International Department, you may contact the school confidential counsellor, Anna Roeven. She is not a mediator. You may also contact one of the external confidential counsellors. These counsellors are independent: they do not work for our school or for BOOR. Their names are Paul van Lange (paul@vanlange.nl) and Jakkie Ames (jakkie\_ames@hotmail.com).

If after going through all these possibilities you feel you still need to have your concern or problem resolved, you may, as a last resort, file a written complaint to the Klachtencommissie (Arbitrator) at:

Stichting BOOR
Landelijke Klachtencommissie
Onderwijs
t.a.v. Gerard Drukker
Postbus 85191
Postbus 23058
3508 AD Utrecht
3001 KB Rotterdam
Tel: 030 - 2809590
info@onderwijsgeschillen.nl

Landelijke Klachtencommissie BOOR is a member of the Landelijke Klachtencommissie Onderwijs

