**Finstall First School**

School Uniform Policy

This policy is in line with the DfE’s statutory ‘[Cost of school uniforms](https://www.gov.uk/government/publications/cost-of-school-uniforms)’ guidance.

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| Date policy last reviewed: | 13thJune 2024 |

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| Signed by: |
|  | Headteacher | Date: | 13th June 2024 |
|  | Chair of governors | Date: | 13th June 2024 |

Last updated: 9 May 2024

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**Statement of intent**

**Finstall First School** believes that a consistent school uniform policy is vital to promote the ethos of the school and provide a sense of belonging and identity for all pupils, regardless of their protected characteristics or socio-economic circumstances.

For the purposes of this policy, **“uniform”** includes the following elements of pupils’ appearance:

* Clothing, including the school uniform itself, variations of the school uniform such as PE kits, and other clothing worn at school, e.g. non-uniform.
* Hairstyles and headwear.
* Jewellery and other accessories.
* Cosmetics such as make-up and nail polish.

This policy lays out the measures the school has taken to ensure a consistent, fair and inclusive uniform policy, and to implement a uniform that reflects the needs of all pupils, and is affordable and the best value for money for the school and pupils’ families.

We believe that pupils learn most effectively and achieve their best outcomes when they are comfortable, able to be themselves, and dressed in such a way that sets an appropriate tone for education.

In writing and updating this policy, we have sought to:

* Engage with parents and pupils.
* Consider how this policy might affect groups represented in the school, especially those who share protected characteristics as defined by the Equality Act 2010.
* Consider how comfortable the uniform will be for pupils.
* Take a sensible approach to allow for exceptions to be made, e.g. during adverse weather.
* Ensure that the uniform is suitable and safe for pupils who walk or cycle to school.
* Choose a PE kit which is practical, comfortable, appropriate to the activity involved and affordable.
* Ensure the policy is easy to access and understand.

# Legal framework

This policy has due regard to all relevant legislation including, but not limited to, the following:

* Human Rights Act 1998
* Education and Inspections Act 2006
* Equality Act 2010
* Education Act 2011
* The UK General Data Protection Regulation (UK GDPR)
* Data Protection Act 2018
* Education (Guidance about Costs of School Uniforms) Act 2021
* DfE (2021) ‘Cost of school uniforms’
* DfE (2021) ‘School Admissions Code’
* DfE (2024) ‘School uniforms: guidance for schools’
* Equality and Human Rights Commission (2022) ‘Preventing hair discrimination in schools’

This policy operates in conjunction with the following school policies:

* Complaints Procedures Policy
* Behaviour Policy
* Equal Opportunities Policy
* Finance Policy

# Roles and responsibilities

The governing board is responsible for:

* Establishing, in consultation with the headteacher and school community, a practical and smart school uniform that accurately reflects the school’s vision and values.
* Ensuring that the school’s uniform is accessible and inclusive, and does not disadvantage any pupil by virtue of their protected characteristics or socio-economic status.
* Listening to the opinions and wishes of parents, pupils and the wider school community regarding changes to the school’s uniform.
* Ensuring that the school’s uniform is accessible and affordable.
* Demonstrating how best value for money has been achieved in the uniform policy.
* Ensuring compliance with the DfE’s ‘[Cost of school uniforms](https://www.gov.uk/government/publications/cost-of-school-uniforms/cost-of-school-uniforms)’ guidance.
* Processing and approving all eligible School Uniform Assistance Application Forms.

The headteacher is responsible for:

* Enforcing the school’s uniform on a day-to-day basis.
* Ensuring that teachers understand this policy and what to do if a pupil is in breach of the policy.
* Listening to the opinions and wishes of the school community in regard to the school’s uniform and making appropriate recommendations to the governing board.
* Providing pupils with an exemption letter as appropriate, e.g. for a pupil who has a broken arm and requires a loose-fitting top.

Staff members are responsible for:

* Ensuring that pupils dress in accordance with this policy at all times.
* Disciplining pupils who are in breach of this policy.
* Ensuring that pupils understand why having a consistent and practical school uniform is important, e.g. school identity.

Parents are responsible for:

* Providing their children with the correct school uniform as detailed in this policy.
* Informing the headteacher if their child requires a more relaxed uniform policy for a period of time, including why.
* Ensuring that their child’s uniform is clean, presentable and the correct size.

Pupils are responsible for:

* Wearing the correct uniform at all times, unless the headteacher has granted an exemption.
* Looking after their uniform as appropriate.
* Understanding and respecting why a school uniform is important to the school, e.g. school identity and community.

# Cost principles

The school will develop its uniform policy in relation to the following starting principles:

* The school will seek to ensure that the uniform is affordable. In so doing, the school will consider the total cost of school uniforms, taking into account all items of uniform or clothing parents will need to provide while their child is at the school.
* The school will seek to keep the use of branded items to a minimum.
* The school will seek to ensure that uniform supplier arrangements give the highest priority to cost and value for money, including the quality and durability of the garment.
* The school will seek to ensure that second-hand uniforms are available for parents to acquire. Information on second-hand uniforms will be published on the school’s website.

**Principles in practice**

In accordance with the ‘School Admissions Code’, the headteacher will ensure that the school’s uniform requirements do not discourage parents from applying for a place for their child.

The school will assess the overall cost implications of its uniform policy regularly, including prior to making any changes to the school uniform. When evaluating whether costs are reasonable and proportionate, the school will take into account the opinions and situations of:

* Economically disadvantaged parents.
* Parents with multiple children who are, or will be in the future, pupils at the school.
* Parents of younger children, as they are likely to grow quickly and require new sets of uniform more frequently.
* Parents of pupils with protected characteristics that may impact their ability to access the uniform.
* LAC and PLAC.

The school will evaluate the cost of its uniform based on the overall collection of uniform items that parents would need to purchase for a pupil, rather than on the cost effectiveness of individual items; this will include consideration of the fact that parents will need to purchase multiples of certain items, e.g. shirts and socks, to ensure their child can come to school in clean uniform every day.

The school will keep variations in school uniform for different groups of pupils, e.g. year group-specific items or house colours, to a minimum to ensure that pupils can get the most wear out of their uniform and that parents can pass some items down to younger siblings.

The school will keep branded uniform items to a minimal level that is reasonable for all members of the school community. The school defines a branded uniform item as any item of clothing that cannot be purchased at a range of retailers, e.g. supermarkets, due to the item’s logo, colour, design, fabric or other unique element. Where the school requires an item of branded clothing, it will assess how prices can be kept as low as possible and put measures in place to facilitate this. This may include:

* Offering sew- or iron-on logo patches for blazers and jumpers that can be bought at non-specialist retailers, instead of requiring specific branded jumpers.
* Ensuring branded items are longer-lasting and unlikely to be grown out of quickly, e.g. ties.
* Making donated second-hand uniform available for purchase at a lower price.

The school will meet the DfE’s requirements and recommendations on costs and value for money. Care will be taken to ensure that school uniform is affordable for all current and prospective pupils, and that the best value for money is secured through reputable suppliers.

The school will work with multiple suppliers to obtain the best value for money possible. Any savings negotiated will be passed to parents where possible. The school will not enter into exclusive single-supplier contracts or cash-back arrangements. More information on supplier processes can be found in the ‘[School uniform supplier](#_School_uniform_supplier)’ section of this policy.

The school will not make frequent changes to uniform requirements and will take the views of parents and pupils into account when considering any changes.

# Equality principles

The school takes its legal obligation to avoid unlawfully discriminating against any protected characteristic very seriously. In line with this, the school will aim to ensure that its uniform policy is as inclusive as possible so that all pupils can access a school uniform which is comfortable, suitable for their needs, and reflects who they are, while avoiding any direct or indirect discrimination on the basis of protected characteristics or socio-economic status.

The school will ensure that parents and pupils are consulted over any changes to school uniform, and that, where appropriate and with pupils’ consent, views and advice are sought specifically from pupils, and parents of pupils, who:

* Are transgender or non-binary.
* Are of a religious or cultural background that has specific dress requirements.
* Have SEND and/or sensory needs.

Parents’ concerns and requests regarding school uniform and amendments to it are handled on a case-by-case basis by the headteacher and governing board, and always in accordance with the school’s Complaints Procedures Policy.

Information on how the school ensures its uniform policy does not discriminate against pupils with specific protected characteristics is outlined below.

**Gender**

To avoid disproportionately impacting pupils of a certain gender, the school will ensure that the cost of uniform is as equal in price as possible across items for all genders.

This includes:

* Adhering to the procedures laid out in the ‘[Cost principles](file:///%5C%5CFIN-SR-001%5CStaff%5Csevans%5CDownloads%5CSchool_Uniform%20Policy_202201114.docx#_[Updated]_Cost_principles)’ section of this policy.
* Not directly requiring pupils of a certain gender to buy additional uniform, e.g. by requiring female pupils to buy both trousers and skirts.
* Not indirectly requiring pupils of a certain gender to buy additional uniform, e.g. by offering football in PE to only male pupils and requiring they buy football boots to participate.
* Not holding pupils of different genders to different uniform standards, e.g. by banning certain hairstyles for only one gender.

The school will implement a gender-neutral uniform, meaning that pupils will not be required to wear specific items based on their gender, and may wear any of the uniform items listed in the ‘[School uniform](file:///%5C%5CFIN-SR-001%5CStaff%5Csevans%5CDownloads%5CSchool_Uniform%20Policy_202201114.docx#_School_uniform)’ section of this policy regardless of the legal sex recorded on the school’s records. Transgender pupils are supported to access the uniform that best reflects their gender expression.

**Religion and belief**

To avoid disproportionately impacting pupils of a certain religion, belief or culture, the school will ensure that there is flexibility to allow pupils to present themselves in a way that adheres to their dress requirements as far as possible, within the school’s uniform policy.

The school will endeavour to meet all requests for amendments to the uniform for these purposes; however, the needs and rights of individual pupils will be weighed against any health and safety concerns appropriate to the circumstances, e.g. if safety headgear needs to be worn.

**Race**

To avoid disproportionately impacting pupils of a certain race, the school will ensure that its uniform policy does not constitute unlawful indirect discrimination through blanket rules. This includes:

* Not banning hairstyles related to a pupil’s ethnic origin, e.g. natural Afro hairstyles.
* Not banning hairstyles worn because of cultural, family and social customs, e.g. cornrows.
* Not banning head coverings related to a pupil’s culture or ethnic origin, e.g. African heritage head wraps.

The school will follow the good practice guidance provided by the Equality and Human Rights Commission on ‘[Preventing hair discrimination in schools](https://www.equalityhumanrights.com/en/advice-and-guidance/preventing-hair-discrimination-schools)’.

**SEND and medical conditions**

To avoid disproportionately impacting pupils with SEND or medical conditions, the school will ensure its uniform policy takes into account the needs of these pupils. This includes:

* Ensuring the school uniform uses soft, stretchy fabrics and avoids intricate buttons or hard seams.
* Allowing variations to the standard uniform for pupils whose medical conditions may impact how they dress, e.g. pupils with casts who require loose-fitting clothing or pupils with hair loss-related conditions who wish to wear head coverings.

Where the needs of these pupils cannot be met in the standard uniform policy, individual adaptations to the uniform will be considered and permitted wherever possible.

The school will ensure that it works with a supplier that acts in accordance with the school’s values and principles on equality and inclusion.

# Complaints and challenges

The school endeavours to resolve all uniform complaints and challenges locally and informally, in accordance with the school’s Complaints Procedures Policy.

To make a complaint, parents should refer to the Complaints Procedures Policy and follow the stipulations outlined.

When a complaint is received, the school works with parents to arrive at a mutually acceptable outcome.

Governors are willing to consider reasonable requests for flexibility to allow a pupil to accommodate particular social and cultural circumstances.

In considering a complaint, parents should be aware that teachers can sanction pupils for breaching the school’s rules on appearance or uniform. The school expects this to be carried out in accordance with the school’s published behaviour policy. The school aims to deal with pupil non-compliance in a proportionate and fair way.

# School uniform supplier

Our uniform can be purchased online through 'Marks and Spencer', 'School Days -Bromsgrove' or 'S&H Schoolwear and Sport – Bromsgrove,’ using the following links:

Marks and Spencer - <http://www.mandsyourschooluniform.com/>

School Days - [http://www.schooldays-bromsgrove.co.uk](http://www.schooldays-bromsgrove.co.uk/)

S and H Schoolwear and Sports - <https://www.sandhschoolwearandsports.co.uk/>

School Ties may also be purchased from the School Office. The school uniform supplier will accept school uniform assistance vouchers.

Parents may also buy any item of our uniform, in person, from “School Days” or “S&H Schoolwear and Sport,” both in Bromsgrove, but we would also like to point out that acceptable alternatives are available from other stores, including Supermarkets such as Asda, Sainsbury’s and Tesco.

The governing board will ensure that a written contract is in place with the supplier for branded items although it is not compulsory for children to wear items that are branded. Items that are similar in colour will suffice.

The school will retender the uniform contract every five years, whether changes to the uniform are made or not, in line with the Tendering and Procurement Policy. The governing board will be able to demonstrate how uniform is procured at the best value for money. The headteacher will work to ensure that the items are procured as cheaply as possible without compromising on the quality, e.g. by requesting standard-style items from the supplier rather than more intricate and unique designs.

The school does not sign contracts with suppliers before requesting visualisations of proposed uniform, as well as fabric samples.

The school will order new uniform each December. Where the school is proposing to change suppliers, it will reach out to suppliers by October in the determination year.

1. **Finding and consulting suppliers**

If the school is considering changing its suppliers and seeks a list of available suppliers, it will consider the following options:

* Consulting an industry body
* Researching local suppliers
* Consulting with other schools and networks
* Having informal discussions with potential suppliers to help determine the school’s own needs

If the school prepares to request bids from potential suppliers, it will consider the following elements:

* What products parents will need
* Existing contractual commitments
* Length of tender process
* The school’s evaluation process
1. **Template documents**

Schools will use the DfE’s ‘[Procuring uniform supplies](https://www.gov.uk/government/publications/school-uniform/procuring-school-uniform-supplies)’ template documents to ensure that they undergo the procurement process correctly. The templates consist of an invitation to tender, a request for quotation, and a pricing schedule.

Schools will use the invitation to tender template to ask questions of suppliers. Schools will then use the pricing schedule to ask suppliers to submit their prices. Full instructions on how to use the templates are included in each of the documents.

# Uniform assistance

The school is willing to support disadvantaged families in meeting the costs of uniform should this be requested – up to £30 / year. The budget for school uniform assistance comes from pupil premium funds.

To request school uniform assistance, parents should be eligible for FSM. Eligibility is determined by checking original documents from the relevant authority, detailing receipt of the benefit and the address of the pupil.

Families who meet the criteria should complete the [School Uniform Assistance Application Form](#AppendixTitle1) and return it to the School Office.

The school holds second-hand school uniforms in the school office for parents to access; access to these uniforms is available upon request made to the Head Teacher. Parents are invited to donate their child’s uniform when they no longer need it. The Parents’ Association re-cycle good quality uniform and have regular sales with all items at £2.00 each. These items are made available to children who qualify for Pupil Premium free of charge.

# Non-compliance

Staff will be permitted to discipline pupils for breaching this policy, where relevant to their role, in accordance with the school’s Behaviour Policy.

The headteacher, or a person authorised by the headteacher, will be permitted to ask a pupil to briefly go home to remedy breaches to the school’s uniform. When deciding whether to allow a pupil to return home, the member of staff will consider the pupil’s age and vulnerability, the length of time it will take, and the availability of the pupil’s parents. A parent will always be contacted before sending the pupil home – if contact with the pupil’s parent cannot be made, the pupil will remain in school.

Where a pupil has been sent home to rectify uniform breaches, the absence will be recorded as ‘authorised’. If a pupil repeatedly breaches uniform rules, or takes longer than necessary to rectify the absence, the absence will be recorded as ‘unauthorised’.

Parents will be notified of pupils’ breaches of school uniform in all cases.

# School uniform

**School colours**

Our school colours are as follows:

* **Dark Green**

**Clothing**

The school uniform is as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Item** | **Optional or required** | **Branding** | **How to acquire** | **Cost per item from school supplier** |
| **Regular school uniform** |
| Dark Green Pullover or cardigan | Required | School logo on left-hand side - optional | Branded pullover and cardigan available from school suppliers and second hand from PA / School office. Non-branded equivalents can be bought from regular retailers.  |  M and SPullover (£11 - £13)Cardigan (£12 - £15)Asda Pullover£7.00 (2 pack)Asda Cardigan £6.00 (2 pack) |
| Grey trousers / shorts or grey skirt | Required | No branding | Available from school suppliers, second hand from PA / School office and also available from regular retailers. | M and S Trousers (2 pack) £11 - £17 Shorts – (2 pack) £8 - £12Skirt (2 pack) £10 - £16Asda Trousers (2 pack) £7.00Asda Shorts (2 pack) £6.00Asda Skirt(2 pack) £8.00 |
| White shirt or blouse | Required | No branding | Available from school suppliers, second hand from PA / School office and also available from regular retailers. | M and S Blouse / Shirt(3 pack) £9 - £18Asda Shirt (2 pack) £3.00Asda Blouse (2 pack) £3.50 |
| Grey Pinafore DressGreen / White Gingham Summer Dress | Optional | No branding | Available from school suppliers, second hand from PA / School office and also available from regular retailers. | M and SPinafore / Gingham(2 pack) £9 - £14Asda Pinafore / Gingham(2 pack) £10 - £10 |
| School Tie | Required | No branding | Available from school suppliers, second hand from PA / School office | M and S - £4.00 |
| Sensible, plain black shoes | Required | No branding | Available from regular retailers. | N/A |
| Dark Green School fleece / Reversible Jacket | Optional | School logo on left-hand side - optional | Branded fleece / jackets available from school suppliers and second hand from PA / School office. Non-branded equivalents can be bought from regular retailers. | School Days Reversible - £23.95 |
| PE kit |
| White round neck PE t-shirt | Required | School logo on left-hand side - optional | Branded t-shirt available from school suppliers and second hand from PA / School office. Non-branded equivalents can be bought from regular retailers.  | M and S - £5.50 - £7.50Asda (2pack) From £2.00 |
| Dark Green Sports Shorts | Required | No branding | Available from school suppliers, second hand from PA / School office and also available from regular retailers. | M and S - £4 - £7Asda – £2.50 |
| Dark Green Football socks | Optional | No branding | Available from school suppliers, second hand from PA / School office and also available from regular retailers. | M and S - £2.50Not available at Asda |
| Navy Blue sweat-shirt  | Required | School logo on left-hand side - optional | Available from school suppliers, second hand from PA / School office.Non-branded equivalents can be bought from regular retailers. | M and S - £9 - £11Asda – (2 pack) From £5.00 |
| Navy blue jogging bottoms | Required | No branding | Available from school suppliers, second hand from PA / School office and also available from regular retailers. | M and S - £9Asda – (2 pack) – From £10 |
| Black Pumps | Required for gymnastics and dance in the hall | No branding | Available from regular retailers. | N/A |
| Short White Sports Socks | Optional | No branding | Available from regular retailers. | N/A |
| Trainers / Football Boots | Required | No branding | Available from regular retailers. | N/A |
| Accessories |
| School book bag | Optional | School logo | Available from school supplier | £9.99 |

Prices above correct as at 20th May 2024.

Pupils who are wearing skirts / dresses must also wear grey tights or white socks.

Trainers are not considered suitable footwear, except for doing outside PE. High heels are not permitted; however, block heels of no more than 3cm can be worn.

Skirts must be knee-length. Black jeans are not permitted.

Parents who do not wish to buy the optional branded PE kit must acquire a PE kit meeting the following criteria:

* Plain T-shirt with no branding or logos from professional sports teams
* Plain navy-blue fleece and tracksuit bottoms with no branding or logos from professional sports teams

Parents are responsible for ensuring their child brings their PE kit to school when needed.

**Jewellery**

Permitted jewellery that may be worn is:

* One pair of stud earrings – no other piercings are permitted.
* A smart and sensible wrist watch.

Jewellery is the responsibility of the pupil and not the school. Lost or damaged items will not be refunded.All jewellery must be removed during practical lessons, including PE lessons and science experiments.

**School bag**

Pupils must use an appropriately sized waterproof bag to carry their books and equipment. It should hold A4-sized work books comfortably without causing any damage.

School bags featuring inappropriate images, slogans or phrases are not permitted.

The school will discourage pupils from bringing valuable bags to school. The school will not be liable for lost or damaged school bags.

**Hairstyles**

The school reserves the right to make a judgement on where pupils’ hairstyles or hair colours are inappropriate for the school environment. However, we will ensure that any such judgements do not discriminate against any pupil by virtue of their protected characteristics.

Each individual pupil’s scenario will be taken into account where any judgements on appropriateness are to be made, and parents will always have the freedom to complain via the school’s Complaints Procedures Policy.

Pupils with long hair must ensure that this does not impede their vision, cover their face or provide a health and safety risk.Long hair must be tied up during practical lessons, e.g. during PE.

The following hairstyles are not considered appropriate for school:

* Brightly-coloured, dyed hair.
* Headwear with bold patterns or colours.
* Excessive hair accessories
* Headwear featuring inappropriate words or images.

**Make-up**

The school rules on make-up are as follows:

* Make-up is not permitted except on dressing-up or party days.
* False nails and nail extensions are not permitted.
* Nail varnish may not be worn.
* Temporary tattoos are not permitted.

Pupils wearing excessive make-up are required to remove it or, if appropriate, will be sent home to remove it.

# Adverse weather

All pupils will be advised to wear weather-appropriate clothing.

For hot temperatures, this includes wearing:

* Loose-fitting and lightweight shirts and dresses with sleeves and collars or covered necklines.
* Over the knee skirts, shorts or trousers.
* Tops that cover the shoulder area.
* Sunglasses with UV protection when outside, where possible.
* Caps / Sun hats

Pupils are advised not to wear any jumpers or cardigans during heatwaves. If outside during break times, pupils not wearing sun-safe clothing are advised to stay in an area protected from the sun, or spare clothing is provided.

For cold temperatures, this includes wearing:

* Scarfs, gloves, coats and hats when they are outside.
* Warm jumpers that conform to the school’s uniform policy.
* Trousers, or thick tights with skirts.

# Labelling

All pupils’ clothing and footwear should be clearly labelled with their name.

Any lost clothing is be taken to the lost property box in the school office. All lost property will be retained for one month and will be disposed of or donated to the PA if it is not collected within this time.

# Monitoring and review

This policy was reviewed and approved by Governors on 13th June 2024.

Governor responsible: Becky Miles

This policy will be reviewed annually.

The scheduled review date for this policy is May 2025.

Any changes to this policy will be communicated to all staff, pupils, parents and other relevant stakeholders.

**School Uniform Assistance Application Form**

Children who attend Finstall First School are eligible for school uniform assistance if they receive FSM.

This scheme is open to children in Years R - 4. The allowance is for buying suitable school wear and is paid once a year. Second hand uniform from PA Stock will also be made available to children who receive FSM free of charge.

**Part 1: Details of parent**

|  |  |
| --- | --- |
| **Your full name:** |  |
| **Title:** |  |
| **National insurance number:** |  |
| **Address:** |  |
| **Postcode:** |  |
| **Mobile no.:** |  |
| **Landline no.:** |  |
| **Email address:** |  |

By supplying us with a phone number or email, you agree to being contacted to let you know if you are eligible.

**Part 2: Details of each dependent child you are applying for**

|  |  |  |
| --- | --- | --- |
| **Surname** | **Other names** | **Date of birth** |
|  |  |  |
|  |  |  |
|  |  |  |

**Please read this declaration before you sign it**

* I declare I am the parent of the child(ren) that I am applying for.
* I declare that all the information I have given is correct and complete to the best of my knowledge.
* I have enclosed original documentation to prove that I am in receipt of one of the benefits that qualifies me for FSM.
* I am aware that I have a duty to notify the school in writing immediately of any changes in my circumstances which might affect my entitlement to school clothing assistance.
* I understand that information taken from this form will be stored electronically on the school’s computers. The school is permitted to do this under the UK GDPR and Data Protection Act 2018. A copy of the school’s registration is held for inspection.

**Please return this completed form to the school office.**

Your signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What happens next?**

If you apply for school uniform assistance and qualify, a voucher will be sent to you for each of your children within 10 working days. If you do not qualify for the payment, we will let you know by letter or phone and explain why. If you haven’t heard from us within 10 working days, please contact the School Office.