



**Beam County Primary School**  
Oval Road North, Dagenham, Essex, RM10 9ED.

26<sup>th</sup> September 2025

Dear Parent/Carer,

**Morning Drop-Off & Concerns Procedure Reminder - KS1**

We hope that your child is enjoying a positive start to the school year. As part of our ongoing commitment to ensuring the safety, wellbeing, and effective communication within our school community, we would like to remind all parents and carers of two important procedures:

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**1. Morning Drop-Off Procedures**

To ensure a smooth and safe start to the school day for all our pupils:

- **Drop-off Time:** The school gates open at 8.30am and closes promptly at 8.40am
- **Year 1 and Year 2-** parents and carers are to please stay behind the white line/cones and not approach any classroom doors or windows
- **Prompt Goodbyes:** We kindly ask parents to say their goodbyes promptly to help children settle into the day and reduce congestion in the playground.
- **Requesting to speak with teachers:** Appointments will need to be requested via the school office to speak with teachers. This will not be facilitated during school drop arrival.

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**2. School Complaints Procedure**

We aim to work in partnership with all families, and we value your feedback. If you have any concerns, we encourage you to follow the proper steps:

1. **Speak with the class teacher** in the first instance, by arranging a meeting via the school office.
2. If the issue is not resolved, please complete the Concern Form link <https://forms.office.com/Pages/ResponsePage.aspx?id=noiJDDX00EWYayGZ58m1X41eK1W4jKJNtFFNyAcPDb5UQ0JYUUNTRDhSV1Y0TFNDWfISNjIEQ1ZBNy4u>
3. Should you feel the matter is still unresolved, you may submit a formal complaint following our school's **Complaints Policy**, which is available on the school website or upon request from the school office.

Email: [office@beam.bardaglea.org.uk](mailto:office@beam.bardaglea.org.uk), Telephone: 020 8270 4700  
[beamcountypriamaryschool.org](http://beamcountypriamaryschool.org)

Headteacher: Miss T A Whittington, NPQH, BA (Hons), PGCE  
Chair of Governors: Miss S Ekmekci



We are here to listen and support, and we are committed to resolving issues in a respectful and timely manner.

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We appreciate your continued support in helping us maintain a positive and safe environment for all children. Should you have any questions about the above, please do not hesitate to contact us.

Kind regards,

Mrs Taylor  
Assistant Headteacher, Quality of Education