

# Rockmount Primary School Lettings Policy

## February 2026

### 1. Safeguarding Statement

Rockmount Primary School is dedicated to ensuring the safeguarding of its pupils at all times. It is a requirement of hire that hirers abide by the schools' requirements in respect of safeguarding. Any failure from the Hirer in this respect will result in the hire being terminated.

It is the responsibility of the Hirer to ensure that safeguarding measures are in place while hiring out the space.

If there is a chance that those hiring the premises will come into contact with pupils, for example if the hire occurs during school hours, or when pupils may be present in the school (during after school clubs or extra-curricular activities), we will ask for confirmation that the Hirer has the appropriate level of DBS checks.

When there is a requirement for DBS checks to be undertaken, the Hirer must keep appropriate records in line with the DBS Code of Practice and report to the school any safeguarding concerns which may arise. The Hirer will be required to provide evidence that DBS checks have been carried out on request.

The Hirer will be required to have appropriate safeguarding policies in place, including safeguarding and child protection, and shall provide copies of these policies on request to the school.

Should any safeguarding concerns present themselves during the hire of the school premises, the Hirer must report this to the school as soon as reasonably practicable.

#### Child Protection and the Prevent Duty

The Hirer must state the purpose of the hire and each application will be vetted and any concerns will be reported to the headteacher prior to approval. When determining whether to approve an application, the headteacher will consider the following factors:

- The type of activity
- Possible interference with school activities
- The availability of facilities
- The availability of staff
- Health and safety considerations
- The school's duties with regard to the prevention of terrorism and radicalisation
- Whether the letting is deemed compatible with the ethos of the school

In addition to the above factors, an application will not be approved if it:

- Is aimed at promoting extremist views.
- Involves the dissemination of inappropriate materials.
- Contravenes the statutory Prevent Duty.
- Is likely to cause offence to public taste and decency (except where this is, in the opinion of the headteacher, balanced or outweighed by freedom of expression or artistic merit).

The School Business Manager will file an incident report form if they have reason to believe that the letting has been used for political purposes not previously authorised, the dissemination of inappropriate material or any other purpose that contravenes the Prevent Duty.

Where an individual or group is found to be promoting views in contravention of the school's Prevent Duty, the person or group is guilty of an offence, under the Education Act 1996, and liable on summary

conviction to a fine. In addition, the school will contact the police who will remove the person or group from school premises.

## **2. Introduction**

The Board of Governors controls the use of the school premises both during and outside school hours. The Board regards the school buildings and grounds as a community asset and will make every effort to enable them to be available for the delivery of extended services including community use.

The Board of Governors welcomes the opportunity to work with partner organisations in extending the range of opportunities to help children and young people achieve their full potential by engaging with services meeting the wider needs of children, young people, families and the local community. The Board acknowledges that extended services, including community services, support and compliment the main teaching and learning activity within the school and contribute towards raising standards. However, we ask that partners note that schools, by their very nature, may be more constrained than many other organisations in responding to lettings requests.

A charge will normally be levied to meet the additional costs incurred by the school in respect of any lettings of the premises. As a minimum, the actual cost to the school of any use of the premises must be reimbursed to the school's budget where those activities are not directly aimed at raising pupil attainment and achievement.

The Board of Governors recognises that it would be impossible for them to personally vet every applicant or organisation who wishes to make use of the school premises. Accordingly, they have delegated the authority to accept applications for hire to at least two of the following persons:

- Headteacher
- Deputy Headteachers
- School Business Manager

## **3. Definition of a Letting**

A letting may be defined as

*“any use of the school premises (buildings and grounds) by either a community group (such as a local music group or football team), or a commercial organisation (such as the local branch of ‘Weight Watchers’)”.*

A letting must not interfere with the primary activity of the school, which is to provide a high standard teaching and learning environment for all its pupils.

Use of the premises for activities such as staff meetings, parents' meetings, Board of Governors meetings, out of school hours learning / study support activities or any other extended services which support the raising of attainment and achievement, fall within the corporate life of the school. Costs arising from these uses are therefore a legitimate charge against the school's delegated budget.

## **4. Charges for a Letting**

The Board of Governors is responsible for setting charges for the letting of the school premises. A charge may be levied in order to cover the following:

- Cost of services (heating and lighting);
- Cost of staffing (additional security, caretaking and cleaning) - including “on-costs”;
- Cost of administration;
- Cost of “wear and tear”;
- Cost of use of school equipment (if applicable);
- Profit element (if appropriate).

Where there are multiple lettings taking place at the same time, the costs for services and staffing will normally be shared between the organisations/partners involved.

The specific charge levied for each letting will be reviewed annually by the Board of Governors (or as delegated to the Headteacher and Deputy Headteachers). This review will preferably take place during the spring term, for implementation from the beginning of the next financial year, with effect from 1st April of that year.

A Charging Tariff may be established to ensure that access is affordable for particular individuals and groups.

A non-refundable hire deposit of 25% of the total hire fee is required, and the full balance is due seven working days before the start of the hire. In addition, a refundable payment of £200 as a security deposit is also required. The security deposit will be withheld for a period of up to 10 working days. The security deposit will be refunded following inspection of the premises, subject to deduction for any damages, additional cleaning or breach of any of the points in the Conditions of Hire.

## 5. Management and Administration of Lettings

The headteacher is responsible for the management of lettings. The headteacher may delegate all or part of this responsibility to other members of staff (e.g. The School Business Manager, Extended Schools Manager or member of the Senior Leadership Team), whilst still retaining overall responsibility for the lettings process.

If the headteacher has any concern about whether a particular request for a letting is appropriate or not, they will consult with the Chair of the Governing Board to determine the issue on behalf of the Board of Governors.

## 6. The Booking Process

- a. Organisations seeking to hire the school premises should address their enquiry to the School Business Manager who will clarify the facilities available. An Initial Request Form (**Appendix B**) should be completed at this stage.
- b. The hirer must be a named individual and the agreement should be in their name, giving their permanent private address.
- c. The Governing Body has the right to refuse an application, and no letting should be regarded as booked until approval has been given in writing.
- d. No public announcement of any activity or function taking place should be made by the Hirer until the booking has been formally confirmed as above.
- e. Once a letting has been approved, a Hire Agreement (**Appendix C**) will be sent to the hirer, along with the Lettings Invoice. The total booking fee becomes due seven working days prior to the hire taking place. An additional 'Security Deposit' of £200 may also be required to secure a booking which will be withheld for a period of ten working days following use of the school premises and returned subject to a deduction for any damages, additional cleaning, failure to return keys or access fobs etc. that may be required. For long term hires/regular hires the deposit will be returned after a period of ten working days after the final day of hire subject to a deduction for any damages, additional cleaning, failure to return keys or access fobs etc. that may be required. All lettings fees received by the school will be paid into the school's official bank account in order to offset the costs of services, staffing etc. (which are funded from the school's delegated budget). Payment of the non-refundable deposit and the full balance due for the hire of the facilities is to be made by BACS payments using the following account details using your name as the reference:

National Westminster Bank Plc  
Sort code: 560046  
Account number: 58783717  
Account Name: Rockmount JNR

- f. The letting will not take place until these documents have been received by the Hirer and full payment has been received by the school. A reminder will be sent to the Hirer if payment has not

been received. If the full payment is not made at least 7 days before the date of the letting, the letting will be cancelled and the deposit will not be returned.

## **7. Public Liability and Accidental Damage Insurance**

Hirers are required to separately arrange public liability and accidental damage insurance.

The Hirer warrants to the Governing Body that it has appropriate public liability insurance to cover all its legal liabilities for accidents resulting in injuries to persons (including all participants in the activity for which the premises are being hired), and/or loss of or damage to property, including the hired premises, arising out of the letting. The minimum limit for this insurance cover is £2 million.

The Hirer must produce the appropriate certificate of insurance cover before the letting can be confirmed. A copy of this certificate must be taken before the booking commences.

### **Insurance for One-off Lettings**

Individuals should be asked whether they have any contents insurance and if so, to check whether it will cover their personal liability for the purposes of the let. If covered, they must provide appropriate evidence (confirmation from the insurers that the event is covered and the policy is in force on the relevant date). The minimum acceptable limit of liability should be £2m.

If the Hirer does not have their own insurance, then cover can be arranged by the Council for 12% of the hire charge. This premium will need to be passed to the Council for it to be paid to the insurers.

Please note that the Council's insurance will not cover the use of bouncy castles unless they are hired with an operator who has the appropriate liability insurance.

This cover can also be arranged for Group Hirers (clubs etc.) who do not have any or sufficient (£2m) public liability insurance of their own.

If the Governors have agreed for a Letting to be free of charge and insurance cover is required, the premium will be a nominal sum of £1.

Neither the school, nor the Local Authority, will be responsible for any injury to persons or damage to property arising out of the letting of the premise

## TERMS AND CONDITIONS FOR THE HIRE OF THE SCHOOL PREMISES

All terms and conditions set out below must be adhered to.

The “Hirer” shall be the person making the application for a letting, and this person will be personally responsible for payment of all fees or other sums due in respect of the letting. The school retains the freedom to refuse to let the premises should it choose to (even to applicants who otherwise meet the criteria). Furthermore, the school reserves the right to cancel any lettings contract, with immediate effect, if the hirer has undertaken any activity which brings the school or the local authority into disrepute.

### Status of the Hirer

Lettings will not be made to persons under the age of 18, or to any organisation or group with an unlawful or extremist background. Additionally, the school reserves the right to refuse hire to any organisation which it considers unsuitable according to the points stated in Section 1 of this policy. The hire agreement is personal to the Hirer only, and nothing in it is intended to have the effect of giving exclusive possession of any part of the school to them or of creating any tenancy between the school and the Hirer.

If a particular letting involves contact with the school’s pupils or other young people then:

- Any organisation submitting a lettings request involving working with children and/or young people must submit to the school evidence that appropriate policies and procedures are in place with regard to safeguarding children and child protection and provide evidence to the school of criminal record check relating to all staff and others working closely with children. The school will ensure that there are arrangements in place to liaise with the school on these matters.
- The school may require criminal records checks (DBS) relating to staff and other adults using school premises at a time when school pupils or other young people may be on site.
- The school may agree to obtain DBS clearances on behalf of a Hirer (DBS checks would require a minimum of a one half-term advance notice). The Hirer incurs the cost of any DBS check obtained by the school and will be invoiced accordingly.
- The school will require evidence of appropriate qualifications for Hirers using facilities for specific activities.
- Where the activity is, for example, an after-school sports club, sports coaches must also follow the Local Authority Guidelines for Working in Schools.

### Priority of Use

The headteacher or person with designated responsibility will resolve conflicting requests for the use of the premises, with priority at all times being given to school functions

### Attendance

The Hirer shall be responsible for ensuring that the number of persons using the premises does not exceed that for which the application was made and approval given.

### Behaviour

The Hirer is responsible for ensuring the preservation of good order for the full duration of the letting and until the premises are vacated.

The school reserves the right to put a stop to any entertainment or meeting not properly conducted, refuse entry to any person and insist on the ejection of any person who is acting in a manner deemed unacceptable by the school or in a disorderly fashion

The Hirer is responsible for the actions of all guests including the entry and exit in a quiet and orderly manner and with regard for the immediate neighbours

## **Health and Safety**

The Hirer is responsible for providing adequate supervision to maintain order and good conduct. In the case of youth and junior organisations, a sufficient number of responsible adults, in accordance with the organisations standard operating procedures, must be in charge for the period of hire and ensure adequate supervision of all areas of the site to which the children have access

The Hirer is responsible for the prevention of overcrowding (such as would endanger public safety), and for keeping clear all gangways, passages and exits. Emergency exits, fire extinguishers alarm points must not be obstructed. The hirer shall be informed of the maximum number of attendees for each venue at the time of hire application.

The Hirer is responsible for ensuring that facilities and furnishings are used in a responsible manner, an orderly way and for the purposes for which they are hired and do not compromise the safety of the users or the premises and equipment. This includes ensuring that:

- Adequate walkways are available to allow free and easy access and egress.
- No gas cylinders or canisters are used inside the premises or on school grounds.
- Combustible material and rubbish are cleared at the end of the hire.
- **SMOKING IS NOT PERMITTED** inside the school or in the immediate vicinity.
- No naked flames, fires or candles or unauthorised electrical equipment will be used on the premises

In the event of an emergency, all occupants must leave the school by the nearest exit and assemble at the venue area as advised to them by the hirer. The Hirer is responsible for familiarising themselves with emergency exits and must ensure that participants are aware of emergency evacuation procedures and assembly points. It is good practice to carry out emergency evacuation drills at suitable intervals. The Hirer must, at all times whilst participants may be on site, have immediate access to participants' emergency contact details, and have access at all times to a mobile phone.

## **Own Risk**

It is the Hirer's responsibility to ensure that all those attending are made aware of the fact that they do so in all respects at their own risk.

## **Damage, Loss or Injury**

See section 7 above

The Hirer warrants to the Board of Governors that it has appropriate public liability insurance to cover all its legal liabilities for accidents resulting in injuries to persons (including all participants in the activity for which the premises are being hired), and/or loss of or damage to property, including the hired premises, arising out of the letting. The minimum limit for this insurance cover is £2 million. The Hirer must produce the appropriate schedule of insurance cover before the letting can be confirmed.

Neither the school, nor the Local Authority, will be responsible for any injury to persons or damage to property arising out of the activities undertaken and supervision thereof during the letting of the premises. The school will inform the Hirer of any areas within the scope of the letting arrangements where asbestos has been identified, if there is a foreseeable risk of potential damage arising from the specific hire use of the building.

## **Furniture and Fittings**

Furniture and fittings shall not be removed or interfered with in any way. No fittings or decorating of any kind necessitating drilling, or the fixing of nails or screws into fixtures which are part of the school fabric, are permitted. In the event of any damage to premises or property arising from the letting, the Hirer shall pay the cost of any reparation required.

## **School Equipment**

This can only be used if requested on the initial application form, and if its use is approved by the headteacher. PA systems or sound equipment are not to be used without prior agreement.

Responsible adults must supervise the use of any equipment that is issued and ensure its safe return. The Hirer is liable for any damage, loss or theft of school equipment they are using, and for the equipment's safe and appropriate use. Use of school resources, including telephones and photocopiers, is not included in a letting arrangement unless expressly agreed at the time of the letting. It should not be assumed that the school office may be available during the time of the letting and the Hirer must have access to a mobile phone to cover the event of an emergency.

### **Hirer's Equipment**

The Hirer should state on the hire agreement any equipment they intend to bring into school. They are responsible for ensuring the suitability of the equipment and for ensuring that it is in good order.

Any electrical equipment brought by the Hirer onto the school site **MUST** comply with the Local Authority Code of Practice for Portable Electrical Appliance Equipment. Equipment must either have a certificate (Portable Appliance Test) of safety from a qualified electrical engineer or be inspected by, or on behalf of, the Local Authority. The intention to use any electrical equipment must also be notified on the application.

Any of the Hirer's own equipment should be brought into / removed from school within the time booked.

### **Car Parking Facilities**

Subject to availability, the Hirer and other adults/visitors involved/attending the letting may use the school car parking facilities. Neither the school nor the Local Authority will accept any responsibility in terms of damage, theft or loss of any car left in the car park during the hire period.

### **Toilet Facilities**

Access to the school's toilet facilities is included as part of the hire arrangements.

### **First Aid Facilities**

There is no legal requirement for the school to provide first aid facilities for the Hirer. It is the Hirer's responsibility to make their own arrangements, which may include the provision of first aid training for supervising personnel, and the provision of a first aid kit, particularly in the case of sports lettings.

The Hirer must have access to a mobile phone at all times throughout the letting to cover any emergency event.

### **Smoking**

The entire school site is a smoke free zone which also includes vaping.

### **Suitable Footwear**

Trainers with marking soles are not permitted for sports activities in the gym or main hall. If activities involve outdoor use, participants should ensure footwear is cleaned before re-entering the premises.

### **Copyright or Performing Rights**

The Hirer must not, during the occupancy of the premises, infringe any subsisting copyright or performing right, and shall indemnify the Local Authority against all sums of money which the Local Authority may have to pay by reason of an infringement of copyright or performing right occurring during the period of hire covered by this agreement.

### **Sub-letting**

The Hirer must not sub-let the premises to another person.

### **Variation of Scales of Charges and Cancellations**

The Hirer acknowledges that the charges given may be increased from time to time (they will be reviewed by the Board of Governors on an annual basis) and that the letting may be cancelled, provided that in each circumstance at least 28 days' notice is given by either party to the hire arrangement. The Hirer will be charged the full amount for the letting if insufficient notice (i.e. less than 28 days) is given to cancel the hire agreement.

It is the Hirer's responsibility to notify participants (parents where participants are of school age), preferably in writing, of any changes in dates or venues at least one week in advance.

### **Security**

The school will hire and pay for a person to be responsible for the security of the premises before and after the hire. This cost will be included in the charge for the letting. If no suitable person can be employed, then the letting will not be allowed or will be cancelled.

Only named key holders may operate the security system. Keys must not be passed to any other person without permission of the Board of Governors of the school as delegated to the school.

### **Right of Access**

The hire of the hall does not entitle the Hirer to use or enter the premises at any time other than the specific hours as per the booking form unless prior arrangements have been made with the School Business Manager.

The school reserves the right of access to the premises at any time during the letting. The headteacher, staff representative or any assigned police officer may attend to monitor activities.

### **Start and Conclusion of the Letting and Vacation of Premises**

All hiring is subject to the Hirer occupying and vacating the premises at the stated times – should the function over-run the stated time, the hirer will be liable for extra fees as per the Scale of Charges (Appendix A) which will be added to their costs and deducted from the security deposit.

The school representative and Hirer will inspect the condition of the area to be hired before the function has taken place on the day of the hiring.

In the event of the Hirer not arriving within 30 minutes of the agreed starting time, the premises will be secured and the let considered cancelled – in this event, no money will be refunded and the deposit retained

If the hiring finishes earlier than the stated time, a responsible person must remain on site until the designated keyholder/school representative has been informed and locking up can begin

The school reserves the right to refuse without explanation any application and to cancel the hiring at any time without written notice. On the termination of the hiring under this condition, the school shall return all or part of any money paid but shall not be under any liability for any loss or damage arising out of such termination.

The Hirer is responsible for all damage to the premises and to any furnishings, fixtures and fittings occurring during the period of the hiring or while persons are entering or leaving pursuant to the hire, however and by whomsoever caused.

The school is not responsible for any loss of or damage to any property arising out of the hiring nor for any loss, damage or injury which may be incurred by or be done or happen to any person or persons during the hiring arising from any cause whatsoever or for any loss due to any breakdown of machinery, failure of supply of electricity, leakage of water, fire, government restriction or act of God which may cause the hall to be temporarily closed or the hiring to be interrupted or cancelled. The Hirer will indemnify the owner against any claim which may arise out of the hiring or which may be made by any person during the hiring in respect of any such loss, damage or injury

The Hirer is responsible for ensuring that good order is kept in the premises during the hiring and the school may, if they think fit, charge the Hirer for any extra expense incurred for engaging emergency services to preserve order prior to, during or after any entertainment or meeting in the school.

At the end of the hire period, the Hirer must ensure that the area is left clean and tidy and all rubbish is bagged and removed from the school site. Additional charges or withholding of the deposit will be incurred if area(s) hired are not cleaned properly.

The Hirer must ensure that the premises are vacated promptly at the end of the letting. The Hirer is responsible for supervising any children taking part in an activity until a responsible adult collects them.

Property of the Hirer must be removed at the end of the hire period. The school accepts no responsibility for any property left on the premises after the hire has ended.

The Hirer and the school representative will inspect the area(s) hired following the function and sign the completion slip on the lettings booking form to confirm that the hiring has been completed within the terms of the agreement

#### **Promotional Literature/Newsletters**

A draft copy of any information proposed for distribution which contains any reference to the school must be sanctioned by the Headteacher (or delegated officer) at least one week prior to proposed distribution by the hirer.

**All lettings are to be agreed at the discretion of the Governing Board.**

## APPENDIX A: SCALE OF CHARGES

Charges for Hire of School Facilities		Term time - 15:30 – 18:00 Weekends - negotiable	
Facility	Contents/Fixtures and Fittings	First Hour	Additional Hourly Rate
Main School Hall	Tables and chairs are available. Seating Max. 150 persons	£60	£40
With use of the school kitchen (no cooking – food prep only)		£70	£50
Small Hall	Tables and chairs are available. Seating Max. 120 persons	£60	£40
With use of the school kitchen (no cooking – food prep only)		£70	£50
Learning Kitchen	A teaching and learning space for food workshops. Fifteen ovens/hobs, fridges, freezers and a range of cooking equipment provided.	£50	£40
After School Club room	Room with tables and chairs, seating up to 40 children/young people. Toilets and small kitchenette attached to room.	£70	£50
Outdoor Area/playground/gardens	Grassed area, play equipment, tarmac playground areas, all weather turf sports arena	£60	£40
Classrooms, Galaxy Room	Classrooms with whiteboard, seating and desks for up to 30 children/ young people	£40	£30
Car Park		N/A	

**A late fee of £15:00 will be charged for every 15 minutes, or part thereof, that the hire exceeds the agreed completion time.**

**Charges for Hire of School Facilities for members of staff may be negotiated.**

## APPENDIX B: ROCKMOUNT SCHOOL LETTING - INITIAL REQUEST FORM

(Photo ID must be provided when making any booking which will be retained with our hire paperwork)

Name of applicant			
Address			
Telephone number			
Name of Organisation			
Activity of Organisation			
Details of premises requested for hire and purpose			
Day of week requested			
Start Time		Finish Time (allow for preparation and clearing up)	
Dates required			
Use of school equipment (please specify your request)			
Details of equipment to be brought in to school (including electrical equipment)			
Maximum number of participants			Age range of Participants
Number of Supervising Adults			Relevant Qualifications of Supervising Adults (where appropriate)
Where applicable, have DBS Checks been carried out?			Has evidence in the form of original documentation (not photocopies) been attached?
Does the Hirer have appropriate policies/procedures to ensure safeguarding and child protection?  Have copies been taken?			
<i>Dates during the year when the premises will be unavailable due to school use or closure will be issued at the beginning of the school year in September. These dates may be subject to change, but prior notice will always be given if the premises become unavailable due to unforeseen circumstances.</i>			
Has the Hirer confirmed that adequate and appropriate insurance cover is in place for the activity to be carried out by producing the schedule of insurance cover (see <i>Terms and Conditions for further details</i> ). (attach copy)			
Has the Hirer confirmed that arrangements are in place with reference to First Aid and they have understood the fire and emergency evacuation procedures (see <i>Terms and Conditions for further details</i> ).			

Has the Hirer agreed to comply with the regulations regarding the use of own electrical equipment (see *Terms and Conditions for further details*).

Any other relevant information:

I confirm that I am over 18 years of age and that the information provided on this form is correct.  
I agree to pay a non-refundable hire deposit of £..... (25% of total hire fee).  
I understand that the deposit is non-refundable, even if the event is cancelled.  
I agree to pay the full balance due at least seven working days prior to the hire date.  
I agree to pay a refundable sum of £200 as a Security Deposit where required.  
I agree that Rockmount Primary School will withhold the Security deposit for a period of up to ten working days. The security deposit will be refunded following inspection of the premises, subject to deduction for any damages, additional cleaning or breach of any of the points specified in the Conditions of Hire  
I have read and agree to abide by the "Conditions of Hire"

<b>Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

Please provide BACS details for the return of the security deposit

<b>Name of Bank</b>	
<b>Name of account holder</b>	
<b>Sort code</b>	
<b>Account number</b>	

**APPENDIX C: HIRE AGREEMENT**

The Hirer	
Address	
Telephone	
Areas of the school to be used	
Specific nature of use	
Maximum attendance	
Details of any school equipment to be used	
Date(s) of hire	
Period(s) of hire	
Fee (specify per hour or per session)	
The Board of Governors agree to hire the premises to the Hirer on the date(s) and for the period(s) mentioned above, upon payment of the fee specified.	
The Hirer accepts all the conditions of hire as set out in the attached Terms and Conditions document.	
The Hirer's attention is specifically drawn to the indemnities contained in the hire conditions, and the need to ensure that suitable insurance cover is in place for any loss, damage or injury	
<b>Signed:</b> (on behalf of the Hirer)	<b>Print Name:</b>  <b>Date:</b>
<b>Signed:</b> (on behalf of Rockmount Primary School Board of Governors)	<b>Print Name:</b>  <b>Date:</b>
<b>Signed:</b> (on behalf of Rockmount Primary School Board of Governors)	<b>Print Name:</b>  <b>Date:</b>

**APPENDIX D: HIRE AGREEMENT COMPLETION SLIP**

**Completion Slip** – to be completed once the event has taken place

Where either party feels unable to sign the completion slip, representation should be made in writing to the Headteacher.

**HIRER**

I am satisfied the school has fulfilled its obligations as defined in the “Conditions of Hire”

Arrival Time	On Time/Late	Departure Time	On Time/Late

I have been reimbursed the amount of ----- from my security deposit.

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

**SCHOOL**

I am satisfied that the conditions of hire have been duly observed and that the school has not incurred additional costs as a result of the hire.

**OR**

The following issues resulted from the period of hire:

The school has been reimbursed through the retained deposit for the amount of.....

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

## APPENDIX E: COMPLAINTS PROCEDURES

### **Section A - If the school has a complaint or concerns about a group, organisation or letting the following procedures will be followed:**

1. A representative of the school will verbally raise the concern with the named Hirer
2. The situation will be monitored for two sessions to allow the issues to be addressed
3. If the situation remains unresolved, the Hirer will receive written notification of the concern and a further two sessions will be given to allow the Hirer to address the situation

If the Hirer fails to comply with the terms as specified in the Terms and Conditions of Hire in any part or breaks the Terms and Conditions of Hire, the let can be terminated immediately

### **Section B - If a Hirer has a complaint about their letting or booking agreement**

1. Talk to the named representative of the Governing Body, discuss the problem and confirm concerns in writing. Allow 5 working days for the situation to be resolved
2. If still unresolved, the Hirer should notify the Governing Body through the Head Teacher in writing and allow 5 working days for the situation to be resolved
3. If still unresolved, the matter will be placed on the agenda of the next meeting of the Governing Body (If the concern needs urgent attention, a special sub-group meeting will be convened;) and the Hirer will receive a written response from the Chair of Governors detailing the outcome

### **Section C - If a third party complains**

1. If the school receive a complaint from a third party the matter will be investigated by a representative of the Governing Body and a written response will be sent to the complainant within 10 working days
2. If any further correspondence is received, the matter will be placed on the agenda of the next appropriate Governing Body meeting. A final response will then be sent by the Chair of the Governing Body explaining the final outcome