

The Governing Body of Surrey Hills Church of England Primary School

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C of E Primary School

'Responding to Parents' Concerns' Policy

Aims

At the Surrey Hills CofE Primary School we aim to establish and promote a close relationship with all parents, in the interests of their children. We recognize that children will feel more secure when they receive consistent messages from both home and school. Parents' views about our school are welcomed, including the expression of any serious concerns. At the same time we undertake to inform parents as soon as possible about any issues of concern to the school so that we gain co-operation in resolving them.

What do we do to avoid concerns arising?

We work closely with parents to keep them informed of all aspects of school life. We have:

- The home school agreement
- Parents' evenings held every term
- An annual Parents Questionnaire is issued
- The half-termly newsletter
- Open school policy with day to day problems
- Home-school communication booklet

In addition, we have a section in the school's prospectus explaining how parents can raise concerns. We recognise that parents may not keep the prospectus throughout the time their child is with us and so the same guidance is permanently on display in the school's reception area. Further, we ensure that any member of staff joining the school, both teaching and support staff is aware of our policy and the procedures for parents to follow.

How do we respond to a concern raised by a parent?

Surrey County Council has produced a model procedure for parents who wish to express a concern about their child's school. This procedure, summarised in a leaflet for parents, 'Responding to Parents' Concerns', is detailed in the County's guidance pack and has been adopted by this school.

We are committed to responding to a parental concern as quickly and as sensitively as possible in order to resolve the issue promptly and before it develops into a serious complaint. Parents are asked wherever possible to make an appointment with the Head teacher in advance to discuss their concerns so that sufficient time and attention can be made available.

How do we respond to a complaint raised by a parent?

Parents are requested to raise issues initially with their child's class teacher and escalate to the Headteacher if the issue is not resolved.

We define a complaint as a written letter of concern and encourage parents to document issues where there is any complexity so that we can be sure we are addressing the root cause.

We will respond to letters of concern or complaint within 5 days and keep parents informed at all stages if the matter cannot be resolved immediately.

If a complaint cannot be resolved satisfactorily by the Headteacher, then at that stage the parent can request escalation to the Chair of the Governing Body.

How can we continue to improve our practice?

We keep a record of all complaints we are informed about:

- the nature of complaints;
- the point at which the complaint was resolved;
- the measures adopted to resolve the complaints.

The Head Teacher and staff will review this record on a regular basis to enable consideration to be given to any underlying issues, which need to be addressed by the School and the Governors.

Themes that emerge from concerns or complaints will be reported by the Headteacher to the Governing Body through inclusion in the termly reports.

Any formal complaint presented to a panel of the Governors will be reported, in outline, to the next meeting of the Governing Body.