



RESPONDING TO PARENTS' CONCERNS

Review Date: Summer 2017

Aims

In the interests of the children Polesden Lacey Infant School aims to establish and promote a close relationship with all parents. We recognise 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 can gain co-operation in resolving them.

What do we do to maintain a positive relationship with parents?

At Polesden Lacey Infant School we work closely with parents in order to keep them informed of all aspects of school life. We have:

- the home/school agreement
- parents' evenings held twice a year
- a termly open afternoon
- a written report for parents about their child once a year
- weekly newsletters
- open assemblies
- contact book
- meet the teacher sessions
- new parent meetings
- curriculum evenings
- parent handbook
- parent Mail
- class link parent

In addition, we have a section in the school's prospectus explaining how parents can raise concerns. Furthermore, we ensure that any member of teaching or support staff joining the school is aware of our policy and the procedure for parents to follow.

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

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

At Polesden Lacey Infant 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 Class Teacher to discuss the concern. If the parent continues to be concerned they should make an appointment with the Headteacher to further discuss their concerns.

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

How can we continue to improve our practice?

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

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

The Headteacher and senior 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*.

Any formal complaint presented to a panel of the *Governors* will be reported, in outline, to the next meeting of the governing body.