

**Long Ditton St Mary's**  
Church of England (Aided) Junior School



**RESPONDING TO PARENTS' CONCERNS  
POLICY  
2007**

## **RESPONDING TO PARENTS' CONCERNS**

### **Our aims**

Long Ditton St Mary's School aims to establish and promote a close relationship with all parents, in the interests of their children. We recognise that children will feel more secure when they receive consistent messages from both home/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 work together to resolve them.

### **What we do to avoid concerns arising**

At Long Ditton St Mary's 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 in the autumn and spring terms;
- a written report for parents about their child once a year;
- a School profile for parents from the governing body, detailing the workings of the School over the past year;
- regular newsletters;
- parent subject information meetings each term;
- consultations on areas of School life to which parents can substantially contribute.

In addition, Surrey County Council have produced a model procedure for parents who wish to express a concern about their child's school and this is summarised in a leaflet for parents, 'Responding to Parents' Concerns' which has been adopted by the School. This leaflet is 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 of the procedure for parents to follow.

### **How we respond to a concern raised by a parent**

At Long Ditton St Mary's School we are committed to responding to a parental concern as quickly and as sensitively as possible in order to resolve the issue promptly. Most concerns are resolved by the child's class teacher. Parents who wish to discuss a concern with the Head teacher are asked, wherever possible, to make an appointment in advance, so that sufficient time and attention can be given to the matter.

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

### **How we plan to improve our practice**

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

- the nature of complaints;
- the time taken to resolve each complaint;
- the measures adopted to resolve each complaint.

The head teacher 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 governing body.