

Harewood Junior School – Keeping parents informed and Dealing with Concerns and Complaints

The education of children is a partnership between parents and the school and relies on a strong trust between both parties. We therefore have a number of ways to develop this partnership and keep parents informed:

- In September, we hold Parents' Information Evenings which tell parents everything they need to know about their child's new class and what they'll be learning through the year.
- Each week on a Thursday morning between 8:40 and 8:50am we have Parent Drop-in. This is an opportunity to look at their child's work on a weekly basis to see how they are doing and to chat to the class teacher.
- Each week on a Friday, we send out a newsletter by email or if preferred, a paper copy to tell you what's been happening in school and about future events. There's yeargroup news on the back with important information on homework etc.
- Every yeargroup prepare topic overviews each term and homework leaflets to keep parents informed about what their child is learning and how parents can help.
- At Christmas parents will receive a short progress report about how their child is doing in reading, writing and maths, which will also indicate whether they are meeting the targets and achieving at the expected level for their age and what behaviours and attitudes they are displaying. We use a simple system of ticks under headings indicating the frequency of these behaviours or attitudes.
- In February, every parent will be invited to attend an in-depth meeting about their child.
- At Easter, parents will receive an updated progress report which will be in the same format as the Christmas report.
- Following the in-school and national assessment process in May and June, teachers will prepare a detailed report about each child's achievements and progress over the whole year.
- In July, we hold an annual exhibition of work for parents and carers to see what fabulous work the children have done over the whole year.
- Throughout the year, we hold parent/child lessons, reading times, library visits and family learning opportunities that parents and carers can get involved in as well as our weekly celebration assembly on Friday mornings and special class or yeargroup assemblies.

Parental views are important to us and so we have a variety of ways for parents to share information with us:

- We have weekly coffee mornings on Tuesdays between 8:45 and 10am in the school bungalow.
- We have questionnaires and surveys to canvass views.
- Each term, we hold Parent Forum meetings to gather parental views on a range of whole school issues.
- We have drop-in each week and the various parent/teacher meetings.
- Through out the year, parents of pupils with SEN will have in-depth meetings called Structured Conversations with their child's class teacher and Mrs Wood, our SENCo, which are the parents' chance to tell us about their child, review progress, set new targets and agree the action we will all take.
- Parents of children with other needs will be invited to regular meetings with school staff and other agencies involved with the family to share information, review progress and update action plans. Some parents meet with me on a weekly, fortnightly or monthly basis.
- All parents are very welcome to contact their child's class teacher to discuss their child's progress or any concern/problem at any point in the year. Teachers may not be able to speak to the parent there and then but will make a mutually convenient appointment. If parents need extra help, they can talk to yeargroup leaders, Mrs Hearfield (Learning Support Mentor) or Mrs Wood as SENCo. In this way, the right person should be able to help.

Dealing with specific concerns or complaints:

- Occasionally, your child's class teacher, yeargroup leader, my Learning Support Mentor or SENCo will not have been able to completely address your concern and at that point, we ask parents to make an appointment to see me. I will listen to your concerns and consider everything we have done so far before agreeing some next steps. We will agree when to review progress on these actions and in this way, your concern should be resolved over a mutually agreed time.
- I will always act in the best interests of the individual, unless by doing so it would be against national or local best practice or the policies and procedures of the school. Nor would I take any steps that would be detrimental to the education of other children.
- If parents are not satisfied with the outcome they can make a formal complaint in writing to me, which will be discussed with the Governors' Strategy Group, and a formal response will be made.
- Once this process has been exhausted, parents can request that a panel of governors hears their complaint. The panel considers the complaint and what the school has done to resolve it. They then determine whether the school has followed this policy document and done everything that is reasonable to address the parents' concern or complaint.

Simple flow chart and timeline for dealing with concerns or complaints:

Approach your child's class teacher with your concern. This may be done face-to-face; by telephone; or by e-mail via admin@harewoodjunior.co.uk. They are generally the person who knows the most and will be able to deal with the concern straight away.

If they can't see you immediately, they will arrange a mutually convenient time, usually within the same week, unless you approach them on a Friday.

The class teacher will listen to your concern at this meeting and either deal with your concern immediately or agree to investigate further (if this is the case they will agree a time to get back to you with the result, usually within a day or two depending on the concern and who else needs to be involved). They will also agree with you any follow-up action and agree when you can meet again to review progress. This will probably be in 4 to 6 weeks time, depending on the action needed.

Meet the classteacher at the agreed review point and, if necessary, agree any further action and a second review at an appropriate point.

If your concern has not been resolved at this point, your child's classteacher will involve the Yeargroup Teamleader, our Learning Support Mentor or SENCo as appropriate. They will contact you within the week to review what has happened so far and agree next steps. They will also set a date for a follow-up meeting.

If they are unable to reach a satisfactory resolution for you, they will refer the matter to me. I will contact you to arrange a meeting as soon as is reasonably possible both for you and for me for the matter to be resolved as quickly and efficiently as possible. The Chair of Governors/Strategy Group is always apprised of complaints that have been passed to me.

If you are not satisfied that we have followed this process to resolve your concern properly, you may make a formal complaint in writing to the Chair of Governors: Mr Mark Lockett c/o the school office. A panel of three governors will hear your complaint within three weeks of receiving your written complaint and I will explain how we have tried to resolve the matter for you. The governors will decide whether we have followed the process correctly: if we have, they will dismiss your complaint; if we have not, they will uphold your complaint, however they will not reinvestigate the original concern. The outcome will be put in writing to you within three days of their decision.