



**LONG DITTON**  
INFANT AND NURSERY SCHOOL  
THE HEART OF LONG DITTON SINCE 1911

## **'RESPONDING TO PARENTS' CONCERNS' POLICY**

Last reviewed Spring 2017 To be reviewed Spring 2020
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### **WHAT ARE OUR AIMS?**

Long Ditton Infant & Nursery 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 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 AVOID CONCERNS ARISING?**

At Long Ditton Infant & Nursery School we work closely with parents in order to keep them informed of all aspects of school life. We have:

- the home/school agreement
- termly parents' evenings
- a written report for parents about their child, once a year, followed by a meeting to discuss aspects of the report two weeks after the report is issued
- the head teacher's weekly newsletter
- flexible appointments with teacher or head teacher
- Open mornings
- Web site updates
- Head teacher greeting every morning
- Termly parents forums
- Change one thing

At Long Ditton Infant & Nursery 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/Chair of Governors/Surrey County Council in advance to discuss their concerns so

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that sufficient time and attention can be made available. Any of these people will refer you to the next appropriate stage.

We will respond to letters of concern as soon as possible and keep parents informed at all stages if the matter cannot be resolved immediately.

### **HOW DO WE RESPOND TO A FORMAL 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, 'Responding to Parents' Concerns', is detailed in the County's guidance pack and has been adopted by this school, and is given to parents should the need arise.

We understand that the process may be difficult to understand. Our aim is to be open and honest with parents at all times and we will guide them to the concerns procedure. Below is a brief outline demonstrating how parental concerns are dealt with:

1. Initial concern raised with class teachers – to be discussed with Headteacher.
2. More serious concerns can be raised with the Headteacher – meeting held with parents to try to resolve. The Headteacher will give the parent contact details of the Chair of Governors and also the Local Education Officer.
3. Concerns about the Headteacher, or extreme circumstances – the Chair of Governors contact details are available from the office, as is the Surrey Guidance to Responding to Parental Concerns and the Government OFSTED website address.

### **HOW CAN WE CONTINUE TO IMPROVE OUR PRACTICE?**

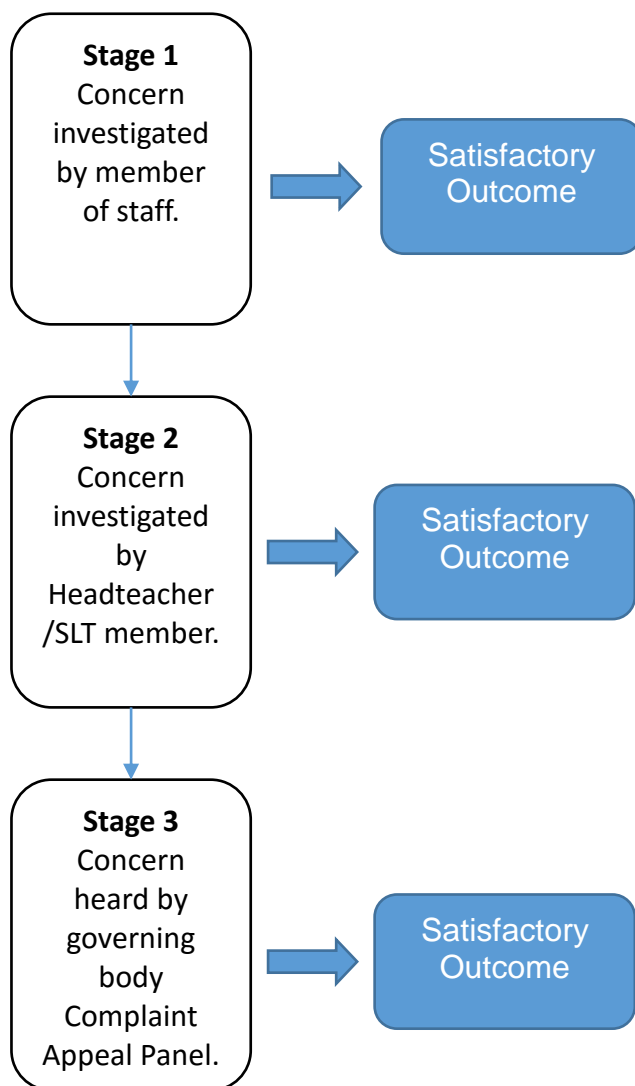
We keep a record of all complaints so that we are informed about:

- Staff training
- Monitoring schedule
- Policy will be visited at Autumn term inset
- 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 Governors.

Any complaint dealt with under the County Council procedure will be reported in outline at the next meeting of the FGB.

## Stages of Long Ditton Infant and Nursery School Complaints Procedure



### Stage 1

Concerns should be expressed in writing to the relevant member of staff, who will investigate and respond in writing.

### Stage 2

If you remain dissatisfied, please complete the Stage 2 complaint form (available from the school office) and return it to the Headteacher. The Headteacher or a member of the Senior Leadership Team (SLT) will investigate and respond to your concerns.

### Stage 3

If the Headteacher/ member of SLT has been unable to resolve the issues to your satisfaction, write to the Clerk to Governors (care of the school address). A panel of three governors will be convened to review your complaint.

**Mediation**

In some cases mediation may be available to assist in resolving your concerns. Please contact the school for further details.