



YOUR VIEWS MATTER!

A leaflet for parents/carers & children

YOUR VIEWS MATTER! **Comments, Concerns, Compliments, Complaints**

Hayfield Primary School very much values hearing from pupils and parents/guardians about what we do well and what we might do better. We learn from your experience. It helps us improve further on our journey to excellence.

Letting Us Have Your Comments

There are a range of ways in which comments and views can be shared with the school:

Pupils - are encouraged to raise any issues or questions they have - with staff, especially their class teacher or teaching assistant, or with the headteacher. They can also:

- raise issues through their representatives in the school parliament;
- leave a message – anonymously if they wish - in the ‘your views’ boxes, now located in each class, which are regularly checked by staff.

Parents/guardians – can make comment, or ask questions, directly to their child(ren)’s class teacher when they are available, usually after school, or by appointment. They can also:

- write or email the school at office@hayfield.derbyshire.sch.uk on any matter – complimentary or otherwise – they wish to raise;
- speak to the headteacher (in the morning, or by appointment);
- raise matters in person with individual governors or in writing via the school office or by email;
- raise matters through parents’ surveys and questionnaires that we send to all parents/guardians;
- join, or raise matters with, the new parents’ forum that is being set up early 2017
- join with the PTA in sharing views about helping to better resource the school and children’s learning.



Compliments

Receiving compliments – and we get quite a few – is always nice. It suggests to staff we’re doing things right and that particular actions are valued. Compliments received in writing are always shared with the staff member(s) involved, and where they relate to the school’s wider activities, they are highlighted in the staff noticeboard/staffroom.

Raising concerns

If you’re worried about any aspect of provision made for your child, please speak with the relevant class teacher about your concerns as soon as they arise. They want to help and will try to resolve your concerns immediately. If you don’t wish to approach the class teacher



directly, or are not satisfied with their response, please contact the headteacher. We find that the vast majority of such concerns can usually be resolved in this way, informally.

However, there are occasions where you may wish to register a complaint about something which has happened, or not happened, and want this to be formally considered by the school.



Making a Complaint

We know that making a complaint is not done lightly. That’s why we have a formal complaints policy and procedure which complainants need to be aware of. It sets out how we ensure complaints are given proper and prompt consideration.

Formal complaints will not adversely affect what we provide for your child(ren), and any information shared as part of the formal complaint, or in its consideration, will not feature in the child’s class file.

Formal complaints should be made in the first instance to the headteacher. If the complaint concerns the headteacher, complaints should be made to the Chair of Governors. Complaints need not be in writing, but will be made a subject of a written record.

Complaints should be made as soon as possible after the event to which they refer. We will then:

- Generally acknowledge receipt within two working days;
- Investigate the complaint promptly, involving the complainant, and produce a report;
- Invite complainants, if still dissatisfied, to make clear why this is so, and identify how further consideration can be given to the matter;
- Offer reference to a Governors’ Complaints Panel, where the matter remains unresolved.

The school’s complaints policy and procedure is on the school website, under ‘complaints’.

In Conclusion.....

As parents/guardians, teachers and pupils, we have a common goal, which is to ensure that we provide the best possible learning experience for every child in the school. So keep letting us have your views. It helps us know what’s important to you, what’s working well and what needs to improve. Thank you!

