

Tuesday 1st November 2016

Dear Parents / Guardians

Thank you very much to everyone who completed a questionnaire when you attended parent consultation evenings before the half term holiday. I am very pleased to share with you the results of the survey.

The survey informed us that 100% of you know that we keep your children safe, you know that we help your child and expect all children to work hard and do their best, we treat all children fairly and with respect, you are happy with your child's experiences at school and know that we help your child to have a healthy lifestyle.

In 98% of responses you feel that your children are happy in school, are making progress, we meet the particular needs of your children, we communicate with yourselves, school is managed effectively and as a school we take account of your suggestions.

96% feel we set appropriate homework.

94% are happy with how we inform you of your child's progress, prepare your child for the future and feel there is a range of trips and activities available to your children.

In 10% of responses you feel that we do not have appropriate procedures to deal with complaints.

What are we going to do about this?

We are going to continue to work hard to support your children.

- For your information please find on the reverse our procedure to assist you if you were to have a complaint.
- In order to help your children prepare for their future we are developing part of our curriculum to include 'Careers and Employability'. This area of the curriculum will help all children from Reception to Year 6 to have a greater awareness of the opportunities that are available to them; it will support all children to aspire to reach their full potential either in further education or their future careers. Thinking about careers when your children are older may seem a long way away, however this awareness is crucial if your children are going to be able to explore all of the amazing opportunities that are available to them. We will keep you informed of further details once confirmed.
- To prepare children for the next stage in their education; when we reach July 2017 we have plans for a comprehensive round of transition where children will have the opportunity to meet their new teachers, classrooms so as all children are prepared for the change. Those children who will be moving onto Year 7 will have the opportunity to visit their new schools during term 6. Once details are confirmed nearer the time we will write to you to inform you of all dates and visits.

A suggestion has been made that lunch boxes coming home with unfinished food and drinks are causing unnecessary mess. As was pointed out the reason for sending home part eaten food was to ensure you are aware if your child has not eaten their lunch (or part of). We shall ask children to now throw away half empty drinks and yoghurt but uneaten sandwiches are to be re-bagged and returned home. This will hopefully stop mess in lunch boxes and still allow you to see what your child is eating.

Thank you once again for your suggestions and support. If you were unable to attend parent consultations and would like a copy of our parent questionnaire please collect one form Mrs Hand in the office.

Kind Regards

Mrs P. Maycock
Principal

One of the Greenwood Dale Foundation Trust Group of Academies



How to Make a Complaint

We recognise that parents and carers will, from time to time, have normal and legitimate concerns about the progress, achievement, behaviour or welfare of their child, or about other matters connected with the Academy.

We encourage parents and carers to make those concerns known to the relevant member of staff so that they can be addressed in partnership with the Academy. Almost invariably, the sooner such concerns are raised, the easier it is for an appropriate resolution to be found.

In the first instance a concern or complaint may be raised with your child's class teacher. The teacher will try and resolve the matter or will refer you to the appropriate person. Many concerns are resolved immediately but, if this is not possible, a member of staff will respond to you within five (5) working days.

The member of staff will make a written record of the concern that was raised and the date on which it was received. If the matter cannot be resolved within five working days, or in the event that you are not satisfied, you will be advised to proceed to make a formal complaint.

Where to Send your Complaint

All formal complaints need to be made in writing, or using the complaints form, found within our academies policies section of our website. Alternatively please collect a form from the school office.

You should normally send your complaint to the Principal of the Academy if the complaint is about an individual Academy. If your complaint is about the work of the Trust the complaint should normally be sent to the Regional Education Director.

In the event of a complaint relating to the Principal, the complaint should be sent to the Senior Education Adviser for the Academy using the address of the Head Office of the Trust. In the event of a complaint relating to the Senior Education Adviser, the complaint should be sent to the Regional Education Director. In the event of a complaint relating to the Regional Education Director, the complaint should be sent to the Chief Executive. In the event of a complaint relating to the Chief Executive, the complaint should be sent to the Chairman of the Trust. The relevant address can be found on the Trust's website.

The Academy/Trust will acknowledge receipt of a complaint in writing.

The Stages of Handling a Complaint

Stage 1 – the complaint will be investigated by the Principal and, if resolved satisfactorily at this stage, the procedures are completed.

Stage 2 – if not resolved at Stage 1, the complaint will be investigated by the Senior Education Adviser for the Academy and, if resolved satisfactorily at this stage, the procedures are completed.

Stage 3 – if not resolved at Stage 2, the complaint will be investigated by the Trust's Regional Education Director and, if resolved satisfactorily at this stage, the procedures are completed.

Stage 4 – if not resolved at Stage 3, the complaint will be investigated by a panel consisting of at least three people who are not directly involved in the matters of the complaint. The panel will be constituted by the Trust Board and will include one panel member who is independent of the management and running of the Academy or, in the case of a complaint about the Trust, of the Trust itself. The parent/carers will be asked to attend the panel hearing and be accompanied if they wish. This is the final stage of the Trust's complaints process.

If the complaint relates to the Principal, stages 2, 3 and 4 only will be used. If the complaint relates to the Senior Education Adviser, Stages 3 and 4 only will be used. If the complaint relates to the Regional Education Director or the Chief Executive, only Stage 4 will apply.

If a complainant is still not satisfied with the outcome when the complaint has been through all four formal internal stages then the complainant has recourse to complain directly to the Education Funding Agency.

For further information and a copy of the full complaints procedure please refer to Ingoldmells Academy website.