



Pupil & Parent/Carer Voice Policy

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Document history

Issue 1: New policy from a School Bus model

1 Statement of Intent

Hollingworth Primary School believes that pupils should be given the opportunity to influence their education provision and that pupils' parents/carers should have an active role in their children's education. We believe it is important that pupils and parents/carers feel their opinions are appreciated, understood and actioned upon, where necessary.

As we value the opinions of both our pupils and their parents/carers, and we strive to continually improve our school, we are constantly seeking new ways to acquire feedback from our pupils and their parents/carers. Involving pupils and their parents/carers in decision-making will ensure that they have a more active role within the development of the school, which in turn, should reduce any concerns that pupils and parents/carers have in regards to the school.

For the purposes of this policy, the term 'parents/carers meetings refers to a twice annual meeting where teachers will discuss with parents/carers the academic progress of pupils.

2 Legal Framework

This policy has due regard to statutory guidance, including, but not limited to, the following:

- DfE (2014) 'Listening to and involving children and young people'

This policy has due regard to the following guidance:

- National Governance Association (2013) 'Knowing your school: Engaging parents/carers'
- DfE (2016) 'Best practice advice for school complaints procedures'

This policy is implemented in conjunction with the following school policies:

- Complaints Procedure Policy
- Behaviour Policy

3 Roles and Responsibilities

The school is responsible for:

- Being open to ideas and suggestions from both pupils and parents/carers.
- Responding to queries and complaints, from both pupils and parents/carers.
- Conducting pupil consultation meetings, so that pupils can provide the school with both positive feedback and areas for improvements.
- Conducting parent consultations, so that parents/carers can provide the school with both positive feedback and areas for improvements.
- Establishing positive working relationships with parents/carers to ensure that effective communication can be maintained.

- Considering the wishes and concerns of both pupils and parents/carers prior to implementing any major, non-statutory changes to the school premises, its policies and procedures, or the school's management.
- Keeping pupils and parents/carers informed of any changes.
- Ensuring that pupils and their parents/carers know that they are welcome to contact the school during the working day to request an appointment.
- Ensuring that parents/carers know that contacting the school will be done via the school office, where the office staff will pass on your details to the relevant person, e.g. the class teacher or Headteacher.
- Ensuring that pupils have an appropriate and clear method for voicing concerns, e.g. through the School Council, Learning Mentor, teachers, teaching assistants.
- Scheduling parents/carers' meetings twice per academic year to ensure that parents/carers have an additional opportunity to raise concerns.
- Ensuring that all staff at the school promote an open-door approach, encouraging pupils to speak up about their concerns.

Teachers are responsible for:

- Providing the highest standards of teaching.
- Creating a safe and welcoming environment in which pupils feel comfortable to share open and honest feedback.
- Encouraging pupils to voice their concerns to the relevant staff member, e.g. the pupil's teacher.
- Listening to pupils' and parents/carers concerns.
- Familiarising themselves with this policy any relevant procedures, e.g. the complaints procedure.
- Communicating concerns raised by pupils or their parents/carers to the SMT where appropriate.
- Responding to all complaints professionally.

The governing board is responsible for:

- Maintaining a strategic overview of pupils' and parents/carers voices.
- Reviewing outcomes of any pupil or parent surveys, ensuring actions are implemented and monitoring the impacts of these.
- Undertaking pupil voice consultations as a part of their school monitoring responsibility.

- Hearing all appeals as part of the complaints process, as outlined in the school's Complaints Procedure Policy.
- Ensuring that a link to Ofsted's Parent View is available on the school website and encouraging parents/carers to participate in the surveys published on the website.
- Monitoring Parent View for trends in feedback and questioning the results of the survey as well as the actions implemented as a result of feedback.

Pupils are responsible for:

- Raising concerns they may have about any aspect of the school to the relevant staff member, e.g. their teacher, and communicating these concerns to their parents/carers as well.
- Working to the best of their ability, to maximise opportunities and learning outcomes.
- Participating in group discussions and class work, voicing their opinions and views.

Parents/carers are responsible for:

- Raising concerns with the school through the appropriate format, speak to teachers, Headteacher before completing a complaints form available on school website.
- Completing parent/carer questionnaires and surveys, voicing concerns, so that improvements can be made.
- Attending parents meetings, so that concerns can be discussed and the appropriate resolutions can be implemented, where necessary.
- Talking to their children, ensuring that they are satisfied with the level of teaching offered at the school.

4 Pupil Voice

4.1 Everyday teaching and learning

- Pupils will be encouraged to participate in class discussions.
- Pupils will be encouraged to voice concerns to their teacher.
- Pupils will be consulted on class activities to ensure they are engaging with the set activities, e.g. to see if all pupils are comfortable reading aloud.
- Pupils are encouraged to evaluate their learning, discussing with their teachers any areas they are unsatisfied with.

4.2 Pupil committees

The school will give pupils the opportunity to volunteer to become a School Council member, becoming part of the School Council.

- Two candidates from each class will be elected.
- The collective pupils elected will make up the full pupil committee.

The School Council will conduct monthly meetings with the relevant school leaders, such as the teacher.

- In these meetings the School Council members will elect a speaker, who will communicate the concerns of their fellow pupils.
- Working together, the present staff and School Council members will establish the concerns and work towards solutions.

Pupil committee members will record all concerns about the school that are communicated to them.

Concerns raised to School Council members will be kept anonymous, unless it is appropriate to inform a member of staff, e.g. in cases of safeguarding concerns, the designated safeguarding lead will be informed.

5 Open Door Approach

The school will maintain an open-door approach in regards to all areas of school life.

Both parents/carers and pupils will be encouraged to communicate any concerns, whenever necessary, using any method outlined within this policy.

Parents/carers are encouraged to contact the school office from 9am to 4pm on Monday-Friday to ensure their queries, concerns or complaints, can be dealt with as soon as possible.

While the school has a protocol for pupils to follow if they have a concern, this being informing a School Council member, if pupils feel further action is needed, they are encouraged to voice these concerns to their teacher.

Parents/carers are encouraged to voice concerns with the class teacher whenever possible.

6 Parents Questionnaires and Surveys

All parents/carers will be invited to complete parent questionnaires and surveys.

Questionnaires and surveys will be sent out twice per academic year during parents/carers meetings.

Parents/carers will be responsible for returning the questionnaires and surveys.

The purpose of the questionnaires and surveys will be to establish how satisfied parents/carers are with the school.

7 Parents/Carers' Meetings

Parents/carers will be invited to attend parents/carers' meetings on a twice yearly basis.

Parents/carers will have the opportunity to discuss concerns with teachers at these evenings.

8 Methods of Communicating Concerns

Parents/carers will be encouraged to raise concerns with the class teacher.

9 Monitoring and Review

The Wellbeing Lead is responsible for reviewing this policy annually.

The effectiveness of this policy will be monitored and evaluated by all members of staff. Any concerns will be reported to the Headteacher immediately.

Any changes to this policy will be communicated to all members of staff, pupils and parents/carers.