



Weetwood Primary School

Home School Communication Policy

Last Reviewed: January 2015

Next Review: January 2018

General Information

Often parents/carers do not have a specific concern but just want to know more about how the school works - what is the approach to literacy?, for example, or how is work marked?

Most information about the school can be accessed on the school website

<http://www.weetwood.leeds.sch.uk>

If you can't find the information you want on the website, you can ask your child's class teacher or the relevant lead teacher - Mrs Chernenko is the Foundation Stage and Key Stage 1 Co-ordinator and lead teacher for English, Mrs Ellison is lead teacher for Maths - and Key Stage 2 Co-ordinator. Both can be contacted via the school office.

Leeds City Council also has a useful website with information about schools and the admissions process

<http://www.leeds.gov.uk/residents/Pages/Admissions.aspx>

We recognise that parents/carers will, at times, have concerns or queries about their child's school experience. This can include worries about behaviour in the classroom, relationships with friends or progress in learning to name but a few. Parents/carers may also be concerned about general school policies and how these are applied.

These guidelines are intended to help parents/carers decide who to raise issues with in the first instance, and how to pursue problems that don't seem to be getting resolved.

Informal Stage: Contact with class teachers

If you have specific concerns or queries about your child, please contact his/her class teacher first for an informal discussion. Teachers are available at the beginning and end of the school day. If you just need to raise a quick point, you can usually see the class teacher in the playground just after the first bell goes, otherwise you can make an appointment through the school office.

It will help the teacher if you are clear about the points that you want to discuss. If these are complex you might also want to put them in writing so that the teacher can prepare better for the appointment. Teachers are always pleased when parents/carers openly raise issues rather than allowing them to rumble on, so be honest about concerns but also help the teacher to keep meetings relaxed and informal so that you can work together on solutions.

Similarly, if a teacher has a concern about a child, they will, in the first instance, try to contact parents in the playground before or after school. Where it is difficult to contact parents in this way, a letter will be sent outlining concerns.

Informal stage: Contact with Head Teacher

If you have concerns about the general operation of a school policy, or you have raised issues about your child with his/her class teacher and are not happy with the outcome, you should contact the Head Teacher. Again, it helps if you are clear about your main points and what steps you have already taken to address these.

Class teachers have the best knowledge about your child's day-to-day school life and should be your first contact point. The Head Teacher may refer your concerns to the class teacher to deal with, if she feels that you have missed this valuable first stage.

Formal Complaints - Stage 1

The school will work hard to resolve any problems informally and hope that parents will support this approach. If, however, you feel that concerns raised informally have not been dealt with, you may wish to make a formal complaint. You may also wish to use the formal complaints process immediately if you are raising a serious problem.

Formal complaints must be made in writing to the Head Teacher. Please make it clear that you are making a formal complaint and thus expect a formal response.

The Head Teacher will acknowledge this within 3 school days, and will then investigate the complaint, which may include asking you for further details. You will receive a full response, in writing, within 15 school days.

If your complaint is about the Head Teacher, you should send it to the Chair of Governors, who will follow the same timescales.

Formal Complaints - Stage 2

If you are not satisfied with the response from Stage 1, you can ask for the matter to be considered by the full Governing Body. This must be in writing and within 10 school days of the response from Stage 1.

A panel of three Governors will review the investigation to make sure it has been carried out fairly and properly. The panel must meet within 20 school days of your request and will notify you of the outcome within 3 school days of the meeting.

External Complaints

If you are not satisfied with the way the school has dealt with a complaint, you can refer the matter to Leeds City Council and then to the Local Government Ombudsman. Details of this will be included in the formal response to your complaint.

Help with Communication

The school is able to help Urdu, Gujarati and Punjabi speakers who require support communicating in English.
Please ask at the office.

School Office Contact Details.

Telephone: 0113 3230450

E-Mail: bursar@weetwood.leeds.sch.uk