



## Pupil and Parent Voice Policy

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An academy within:



“Learning together; to be the best we can be”



# 1. Legal framework

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

- 1.1.1. National Governance Association (2013) 'Knowing your school: Engaging parents';
- 1.1.2. DfE (2014) 'Listening to and involving children and young people' guidance;
- 1.1.3. DfE (2016) 'Best practice advice for school complaints procedures'.

# 2. Roles and responsibilities

2.1. School leaders are responsible for:

- Being open to ideas and suggestions from both pupils and parents.
- Responding to queries and complaints, from both pupils and parents.
- Conducting pupil consultation questionnaires and meetings, so that pupils and families can provide the school with both positive feedback and areas for improvements which are acted upon by the school.
- Establishing positive working relationships with parents to ensure that effective communication can be maintained.
- Accounting for the wishes and concerns of both pupils and parents prior to implementing any major, non-statutory changes to the school premises, its policies, systems and procedures, or the school's management.
- Keeping pupils and parents informed of any changes to any aspect of the school, via the school website, Facebook, MyEd, and school newsletters.
- Ensuring that pupils and their parents know that they are welcome to contact the school at any time.
- Ensuring that parents know that contacting the school will be done by email directly or via the school office, where the receptionist will pass on your details to the relevant person, e.g. the School Office Manager, Teacher or Headteacher.
- Ensuring that pupils have an appropriate and clear method for voicing concerns through the school council or talking individually to class staff or SLT.
- Scheduling parents' evenings on a termly basis to ensure that parents have an additional opportunity to raise concerns, discuss progress and any issues.
- Ensuring that all staff at the school promote an open-door approach, to encourage pupils and parents to speak up about their concerns.



## 2.2. Teachers are responsible for:

- Providing the highest standards of teaching that they are capable of with an expectation that all teaching will be at least 'good'.
- Creating a safe and welcoming environment in which pupils feel comfortable to share open and honest feedback.
- Ensuring pupils are satisfied and engaged with the level of teaching offered.
- Encouraging pupils to voice their concerns to any staff member they feel comfortable talking to.
- Actively listen and respond to pupils' and parents' concerns.
- Familiarising themselves with this policy, know where to take 'issues' and any other relevant procedures, e.g. the complaints procedure.
- Communicating concerns raised by pupils or their parents, teacher or to the SLT, as appropriate.
- Responding to all complaints professionally, keeping the identity of pupils anonymous (if needed) and passing on to SLT, where appropriate to do so.

## 2.3. The local governing body is responsible, on behalf of the Trust Board of Directors and CEO, for:

- Maintaining a strategic overview of pupils' and parents' voices.
- Reviewing outcomes of any pupil or parent surveys, ensuring actions are implemented and monitors impact.
- Undertaking pupil voice consultations as a part of their school monitoring responsibility.
- Ensuring that a link to Ofsted's Parent View is available on the school website and encouraging parents to participate in the surveys published on the website, that concern themselves with a wide variety of topical problems.
- Monitoring Parent View for trends in feedback and questioning the SLT on the results of the survey as well as the actions implemented as a result of feedback.

## 2.4. Pupils are responsible for:

- Raising any concerns they may have about any aspect of the school to a class staff member, their teacher or SLT and communicating these concerns to their parents as well.
- Working to the best of their ability, to maximise opportunities and learning outcomes.
- Attending pupil consultation meetings, accessing student council representatives, voicing their concerns and suggesting improvements.
- Electing the most appropriate candidates for joining the pupil school council.



- Participating in group discussions and class work, voicing their opinions and views.

#### 2.5. Parents are responsible for:

- Raising concerns with the school through home school diary, MyEd, email or ringing school.
- Attending parent consultation meetings, voicing their concerns and suggesting improvements.
- Completing parent questionnaires and surveys, voicing concerns, so that improvements can be made.
- Attending parents' evenings, 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.

## 3. Pupil & Family Voice

### 3.1. **Everyday teaching and learning**

3.1.1. Pupils will be encouraged to participate in class discussions.

3.1.2. Pupils will be encouraged to voice concerns to their teacher and class staff.

3.1.3. Pupils will be consulted on class activities to ensure they are comfortable and able to join in with set activities. Pupils who are uncomfortable with a set activity will not, within reason, be asked to partake in the task.

3.1.4. Pupils are encouraged to evaluate their learning, discussing with their teachers any areas they are pleased or unsatisfied with.

3.1.5. When starting a new topic, the class will be asked if they have any questions about the subject, so that their teacher can ensure that these will be answered during lessons.

3.1.6. Opportunities for pupils to ask questions will be given during lessons, to ensure that they understand the lesson topics and objectives.

3.1.7. Wherever possible, pupils will be given the opportunity to lead their own learning, e.g. choosing their own subject for individual projects.

### 3.2. **Safeguarding**

3.2.1. Pupils will be encouraged to raise any concerns regarding staff practice to the most appropriate senior person who will ensure the safeguarding policy is followed.



### **3.3. Student Council**

- 3.3.1. The school will give pupils the opportunity to volunteer to become a pupil school council member.
- 3.3.2. Candidates will volunteer and then be elected by their peers.
- 3.3.3. A candidate from each class will be elected.
- 3.3.4. The collective pupils elected by their class will make up the full pupil committee.
- 3.3.5. The pupil school council members will conduct regular half termly meetings supported by school leaders.
- 3.3.6. In these meetings the pupil school council members will elect a speaker, who will communicate the concerns of their fellow pupils.
- 3.3.7. Working together, staff and pupil committee members will establish the concerns and work towards solutions.
- 3.3.8. The relevant plans of action will be communicated to the Headteacher and SLT by the pupil taking the minutes, where appropriate. These plans will be reviewed by the Headteacher, SLT and the governing board for approval and to action things requested or brought to attention.
- 3.3.9. Pupil school council members will record all concerns about the school that are communicated to them.
- 3.3.10. Concerns raised to pupil 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. The school council members and staff will be supported to use the signs of safety approach to discussing issues with other pupils.

### **3.4. Pupil consultation meetings**

- 3.4.1. Pupil consultation meetings will be held so that all pupils have the opportunity to voice their opinions.
- 3.4.2. Pupils will be consulted on the relevant, non-statutory, changes that are being considered for the school, such as uniform changes.
- 3.4.3. There will be an opportunity in these sessions for pupils to communicate any further areas of concern and share ideas.
- 3.4.4. Pupils will behave in the appropriate manner during these consultation meetings, in accordance with the school's Behaviour Policy.

### **3.5. Open-door approach**

- 3.5.1. The school will maintain an open-door approach in regards to all areas of school life.
- 3.5.2. Both parents and pupils will be encouraged to communicate any concerns, whenever necessary, using any method outlined within this policy.
- 3.5.3. Parents are encouraged to contact the school office from 9am to 4.00pm on Monday - Friday to ensure their queries, concerns or complaints, can be dealt with as soon as possible.



3.5.4. 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 and class team staff.

3.5.5. While parents are encouraged to voice concerns through the school office whenever possible, parents will have access to other methods of communicating with the relevant staff, e.g. a direct link to their child's class teacher through home/school diary and MyEd.

### **3.6. Parent questionnaires and surveys**

3.6.1. All parents are invited to complete parent questionnaires and surveys. Questionnaires and surveys will be sent out yearly, via a letter home. Parents are responsible for returning the questionnaires and surveys.

3.6.2. The purpose of the questionnaires and surveys will be to establish how satisfied parents are with the school and further improve what the school can offer their child and family.

### **3.7. Parents' evenings**

3.7.1. Parents are invited to attend parents' evenings on a termly basis.

3.7.2. Parents have the opportunity to discuss concerns with teachers at these evenings.

3.7.3. Pupils will be invited to attend as appropriate.

### **3.8. Methods of communicating concerns**

3.8.1. Parents will be encouraged to raise concerns as soon as possible with the school. If they are still unhappy this should be via complaints form to the school office marked for the attention of the Headteacher or a direct email to the headteacher.

3.8.2. Parents will also be able to raise concerns at parents' evenings, in a questionnaire or survey, or during parent consultation meetings.

3.8.3. In addition, the school has a contact form on the school's website which can be completed and sent to the school via the website.

3.8.4. The school aims to respond to all concerns raised via any method of communication within two working days, by the School Office Manager or Headteacher.

### **3.9. Parent consultation meetings**

3.9.1. Parents will be consulted on the relevant, non-statutory, changes that are being considered for the school, such as after-school clubs and uniform changes.



3.9.2. There will be an opportunity in these sessions for parents to communicate any further areas of concern or dissatisfaction.

## 4. Monitoring and review

- 4.1.1. The **Headteacher** is responsible for reviewing this policy **every 2 years**.
- 4.1.2. The effectiveness of this policy will be monitored and evaluated by all members of staff. Any concerns will be reported to the **Headteacher** immediately.
- 4.1.3. Any changes to this policy will be communicated to all members of staff, pupils and parents.