



## PUPIL AND PARENT/CARER 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:
  - DfE (2014) 'Listening to and involving children and young people'
- 1.2. This policy has due regard to the following guidance:
  - National Governance Association (2013) 'Knowing your school: Engaging parents'
  - DfE (2016) 'Best practice advice for school complaints procedures'
- 1.3. This policy is implemented in conjunction with the following school policies:
- 1.4. Complaints Procedure Policy
- 1.5. Code of Conduct
- 1.6. Behaviour Policy

## 2. Roles and responsibilities

- 2.1. The school is 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 meetings, so that pupils can provide the school with both positive feedback and areas for improvements.
  - Conducting parent consultation meetings, so that parents can provide the school with both positive feedback and areas for improvements.
  - 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 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, twitter 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 via the school office, where the receptionist will pass on your details to the relevant person, e.g. the SBM or headteacher.
  - Ensuring that pupils have an appropriate and clear method for voicing concerns, e.g. through the school's appointed school council.

- Scheduling parents' evenings on a termly basis to ensure that parents 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.

2.2. Teachers are responsible for:

- Providing the highest standards of teaching that they are capable of.
- Creating a safe and welcoming environment in which pupils feel comfortable to share open and honest feedback.
- Ensuring pupils are satisfied with the level of teaching offered.
- Encouraging pupils to voice their concerns to the relevant staff member, e.g. the pupil's teacher.
- Listening to pupils' and parent's concerns.
- Familiarising themselves with this policy and any relevant procedures, e.g. the complaints procedure.
- Communicating concerns raised by pupils or their parents to the SLT, where appropriate.  
Responding to all complaints professionally, keeping the identity of pupils anonymous if the complaint is passed on to the SLT, where appropriate to do so.

2.3. The Academy Council is responsible for:

- Maintaining a strategic overview of pupils' and parents' 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.
- Reviewing the complaints log, identifying any trends or repeated complaints and challenging these, implementing the appropriate action, where necessary.
- Liaising with the school leadership team (SLT) to produce effective solutions to complaints.
- 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 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 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 as well.
- Working to the best of their ability, to maximise opportunities and learning outcomes.
- Attending pupil consultation meetings, 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 the appropriate format, e.g. completing a complaints form, acquired from the school office.
- 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 voice

#### Everyday teaching and learning

- 3.1. Pupils will be encouraged to participate in class discussions.
- 3.2. Pupils will be encouraged to voice concerns to their teacher.
- 3.3. Pupils will be consulted on class activities to ensure they are comfortable with the set activities, e.g. to see if all pupils are comfortable reading aloud.
  - Pupils who are uncomfortable with a set activity will not, within reason, be asked to partake in the task unless necessary.
- 3.4. Pupils are encouraged to evaluate their learning, discussing with their teachers any areas they are unsatisfied with.
- 3.5. 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.
- 3.6. Opportunities for pupils to ask questions will be given during lessons, to ensure that they understand the lesson topics and objectives.

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

### **Pupil committees**

- 3.8. The school will give pupils the opportunity to volunteer to become a pupil school council member.
- Candidates will volunteer and then be elected by their peers only.
  - Two candidates from each class will be elected.
  - The collective pupils elected will make up the full pupil committee.
- 3.9. The pupil school council members will conduct fortnightly meetings with the relevant school leaders, such as the wellbeing Assistant Headteacher.
- 3.10. In these meetings the pupil school council members will elect a speaker, who will communicate the concerns of their fellow pupils.
- Working together, the present staff and pupil committee members will establish the concerns and work towards solutions.
  - The relevant plans of action will be communicated to the headteacher by the pupil taking the minutes, where appropriate. These plans will be reviewed by the headteacher and the governing board for approval.
- 3.11. Pupil school council members will record all concerns about the school that are communicated to them.
- 3.12. 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 are trained to use the signs of safety approach to discussing issues with other pupils.

### **Pupil consultation meetings**

- 3.13. Pupil consultation meetings will be held during registration time, so that all pupils have the opportunity to voice their opinions.
- 3.14. Pupils will be consulted on the relevant, non-statutory, changes that are being considered for the school, such as uniform changes.
- 3.15. There will be an opportunity in these sessions for pupils to communicate any further areas of dissatisfaction.
- Pupils will behave in the appropriate manner during these consultation meetings, in accordance with the school's Behaviour Policy.

## **4. Open-door approach**

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



- 4.2. Both parents and pupils will be encouraged to communicate any concerns, whenever necessary, using any method outlined within this policy.
- 4.3. Parents are encouraged to contact the school office from 9am to 4.15pm on Monday - Friday to ensure their queries, concerns or complaints, can be dealt with as soon as possible.
- 4.4. While the school has a protocol for pupils to follow if they have a concern, this being informing a school council member, using a listen up card, if pupils feel further action is needed, they are encouraged to voice these concerns to their teacher.
- 4.5. 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. having the school email addresses of the teacher.

## **5. Parent voice**

### **Parent team / group**

- 5.1. Parents will be invited to volunteer for the school's parent council so that concerns may be raised and rectified where necessary.
- 5.2. The parent team will act as a voice for all parents of the schools' pupils, reflecting their views to the relevant staff members, such as the SBM and the teacher.
- 5.3. Together, the relevant staff members and the parent team will work together to establish concerns and generate resolutions, where appropriate. These will be reviewed by the headteacher and the governing board for approval.
- 5.4. If the headteacher and the governing board reject the parent teams' plans, the parent team will communicate this to parents, via a newsletter. If the concerns are raised again, the parent council will put the plans to the headteacher and the governing board again.

### **Parent questionnaires and surveys**

- 5.5. All parents will be invited to complete parent questionnaires and surveys.
  - Questionnaires and surveys will be sent out termly, via a letter home.
  - Parents will be responsible for returning the questionnaires and surveys.
- 5.6. The purpose of the questionnaires and surveys will be to establish how satisfied parents are with the school.

### **Parents' evenings**

- 5.7. Parents will be invited to attend parents' evenings on a termly basis.



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

5.9. Pupils will be invited to attend as well.

### **Methods of communicating concerns**

5.10. Parents will be encouraged to raise concerns via submitting a complaints form and policy to the school office or referring their concern to the parent council, wherever possible.

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

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

5.13. The school aims to respond to all concerns raised via any method of communication within two working days, by the SRM.

### **Parent consultation meetings**

5.14. 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.

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

## **6. Monitoring and review**

6.1. The **Executive headteacher** and **Head of School** are responsible for reviewing this policy **every 2 years.**

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

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