

23rd May 2023



Dear Parent/Carer,

At Wisborough Green Primary School we encourage prompt and effective communication between staff and parents, whether to celebrate success, enable mutual support or discuss an issue or concern. The development of a strong relationship between parents/carers and teachers is key to ensuring that your child's needs are addressed appropriately.

We find that an informal approach is most effective, through our 'open-door' policy, whereby teachers are available to talk face-to-face with parents or carers at the end of the school day. Please do make use of this facility and do not think that staff are 'too busy' to talk. Your child's wellbeing is very important to them. Likewise, at least one member of the Senior Leadership Team is available on the playground each morning. If parents or teachers are unable to meet, a phone call will be offered instead at the earliest opportunity. Phone calls and meetings usually feel more personal, and there is less opportunity for misunderstanding.

We recommend that emails are used as a last means of communication for raising a concern or difficult issue. They can often be time-consuming to write, read or respond to and occasionally cause upset if misunderstood. If an email is your only means of communication, please remain positive and polite and provide a brief summary of your reason for writing. The appropriate member of staff will then call you to either discuss the matter or arrange a face-to-face meeting as soon as possible.

Should you wish to provide positive feedback, a short email or conversation is always welcome! Your comments and suggestions also help us to review and improve our provision. Just as your children feel proud to receive an award, sticker or acknowledgement for their achievements, staff greatly appreciate knowing that their hard work and dedication is valued. We celebrate this feedback in our 'Thank You' book in the main reception area. Please have a look if you would like to share other parents' comments.

Although staff at Wisborough Green work extremely hard to provide a safe and secure environment for your children to flourish, we understand that, occasionally, you may have a concern or question about their provision. We have therefore updated our [Complaints Procedure](#) to provide a simpler, more effective means of resolving any issues you may have, with two steps for raising concerns directly, followed by a complaints process for the rare occasion that matters have not been fully addressed. Please be assured that we take all concerns seriously and will continue to work with you to resolve any concerns quickly and effectively.

If you have any questions about the new policy, please do let us know. Your feedback is always appreciated.

Thank you for your continued support

Caroline Bennett
Headteacher

Headteacher: Mrs C Bennett BA (Hons), PGCE, NPQH
Newpound Lane • Wisborough Green • West Sussex RH14 0EE
Tel: 01403 700 280 email: office@wisboroughgreenschool.org.uk