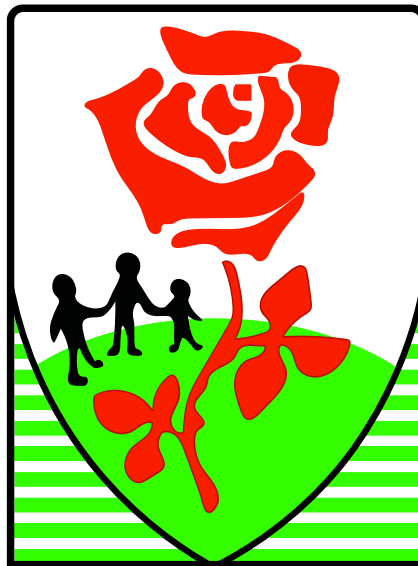


# Rosehill School

## Pupil and Parent Voice Policy



<b>Policy lead:</b>	Headteacher
<b>Date written:</b>	June 2024
<b>Review date:</b>	June 2026
<b>Approval status: (sign and date)</b>	Approved at Full Governing Body Meeting 2.7.2024

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## Statement of intent

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

As we value the opinions of both our pupils and their parents, and we strive to continually improve our school, we are constantly seeking new ways to acquire feedback from our pupils and their parents. Involving pupils and their parents 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 have in regards to the school.

### 1. **[Updated]** Legal framework

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

- **[Updated]** DfE (2023) 'Promoting children and young people's emotional health and wellbeing'
- DfE (2021) 'Best practice guidance for school complaints procedures'
- National Governance Association (2021) 'Engaging with parents and carers: A guide for governing boards'
- Education Act 2002

1.2. This policy has due regard to the following guidance:

- Complaints Procedure Policy
- Code of Conduct
- Home School Agreement
- Positive Behaviour Support and Physical Intervention Policy
- Anti-Social Behaviour Statement
- Visitor Policy

### 2. Roles and responsibilities

2.1. The governing board 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 their effectiveness.
- Monitoring the feedback received by the school and questioning the SLT on this and any subsequent actions.

**2.2.** The Headteacher 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.
- Ensuring that pupils have an appropriate and clear method for providing feedback and voicing concerns, e.g. Student Council and Class Ambassadors.
- Conducting parent consultation sessions and gathering feedback, 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.
- Consulting pupils and parents prior to implementing any major, non-statutory changes to the school premises, management, and its policies and procedures, where appropriate.
- Keeping pupils and parents informed of changes to the school and important news, including via the school website and newsletters.
- Publishing its Complaints Procedures Policy on the school's website.
- Scheduling parents' meetings and evenings, and workshops 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.

**2.3.** 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.
- Encouraging pupils to voice their concerns to the relevant staff member, e.g. the pupil's teacher.
- Listening to pupils' and parent's feedback.
- Communicating concerns and feedback raised by pupils or their parents to the SLT, where appropriate.
- Responding to all feedback and complaints professionally.
- Familiarising themselves with this policy and any relevant procedures, e.g. the complaints procedure.

**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 Student Council, Primary Parliament and/or Class Ambassador meetings, voicing their ideas and suggesting improvements.
- Electing the most appropriate candidates for joining the Student 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 website.
- Attending parent meetings, voicing their feedback and suggesting improvements.
- Completing parent questionnaires and surveys, voicing feedback, so that improvements can be made.
- Attending parents' meetings/workshops/training, 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**

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

- Pupils will be encouraged to participate in class discussions.
- Pupils will be encouraged to voice feedback to their teacher.
- Pupils will be consulted on class activities to ensure they are comfortable with the set activities, e.g. new projects.
- 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.
- Opportunities for pupils to ask questions will be given during lessons, to ensure that they understand the lesson topics and objectives.
- Wherever possible, pupils will be given the opportunity to lead their own learning, e.g. choosing their own subject for individual projects.

#### **3.2. Student Council/ Class Ambassadors/ Primary Parliament**

- The school will give pupils the opportunity to volunteer to become a Student Council / Primary Parliament /Class Ambassador member.
- The Student Council & Primary Parliament will conduct termly meetings with the relevant school leaders, such as the teacher. In these meetings they will:
  - Work together, to share ideas for school improvements.
  - Work together to share ideas for school improvements.
  - Work with departments/classes to plan projects.
  - Work with other schools and outside agencies to develop the school and wider community.

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

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

- Both parents and pupils will be encouraged to communicate any feedback, whenever necessary, using any method outlined within this policy.
- Parents are encouraged to contact the school office from 9am to 4pm on Monday - Friday to ensure their queries, feedback or concerns, can be dealt with as soon as possible.
- While parents will be 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**

### **5.1. Parent questionnaires and surveys**

- All parents will be invited to complete parent questionnaires and surveys.
- The purpose of the questionnaires and surveys will be to establish how feedback and ideas for further developing the school.

### **5.2. Parents' evenings**

- Parents and pupils will be invited to attend parents' evenings twice a year. Parents will be given the opportunity to discuss concerns with teachers at these evenings.

### **5.3. Parent communications**

- Parents will have the opportunity to discuss feedback with teachers through our ongoing school communications – emails, phone calls, diaries.
- They will be invited to attend parents' meetings/workshops on a termly basis.
- Parents are invited to attend annual EHCP and progress review meetings.

### **5.4. Methods of communicating concerns**

- Parents will be encouraged to raise concerns via submitting a complaints form to the school office or referring their concern to the headteacher, wherever possible.  
<https://www.therosehillschool.com/contact-us/>

### **5.5. Parent consultation**

- Parents will be consulted on the relevant, statutory and non-statutory, changes that are being considered for the school, such as the schools RSE policy and uniform changes.
- There will be an opportunity in these sessions for parents to communicate any other areas for discussion.

## **6. Monitoring and review**

- The headteacher is responsible for reviewing this policy biennial.
- 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.