Chetwynd Spencer Academy

Communications with School

Compliments, comments, concerns and complaints

Your feedback helps us to improve school. This leaflet tells you how to say thank you, make a comment, get an answer to a concern or make a formal complaint

Ofsted Outstanding Provider

Our Vision Statement

For all our children to be kind, courageous and curious citizens, helping them to shine for a bright and happy future in our diverse world.

We hope you find that this is a useful guide about home/school communications.

Daily communications concerning

- **absence for sickness, or any other reason,**
- **late arrivals,**
- **changes to collection arrangements,**
- **medicines**
- **requests to withdraw your child from education during term-time,**
- **any urgent issues**
- **any other general queries**

should be made to the school office team
(Mrs Taylor and Mrs Stewart).
0115 9177353
info@chetwyndspencer.org.uk

Communications regarding classroom matters

- **class routines and systems**
- **homework**
- **friendship issues**
- **pupil wellbeing**
- **academic needs**

should be made to your child's class teacher in the first instance, via Dojo. **Please note that staff will try to respond within two working days. Messages received after 5pm will not be read until the next working day. *Urgent issues must go via the school office team please.***

Safeguarding concerns

For any safeguarding concerns, please contact 0115 9177353 and ask to speak to Miss Bulleid (Vice Principal and Senior Designated Safeguarding Lead) or Mrs Smith (Deputy DSL) or ask to speak to one of the Safeguarding Team. If our Academy is closed, Miss Bulleid is available on 07706848970.

For any immediate safeguarding concerns while our Academy is closed, you can contact Nottinghamshire Safeguarding Children's Partnership (NSCP) on 0300 500 80 80 or out-of-hours on 0300 456 4546. In an emergency, ring 999 for the police or if less urgent, phone 101.

For more information, please see our school website.
http://chetwyndspencer.com/

SEND / Inclusion matters

Mrs Dell is our Inclusion Manager.
Please phone school 0115 9177353 or Dojo Mrs Dell directly if you have any queries or concerns.

Your Chetwynd Experience Matters

At Chetwynd Spencer Academy we welcome all feedback.

We aim to provide an exceptional experience at Chetwynd for all our children and families.

We believe that it is important to listen to our families and pupils. If we hear about your experience, we will know what we do well and where we need to improve further.

All your comments will be shared with staff, as necessary, so that we can recognise good practice and improve.

We are proud to provide an excellent service. If you have received a great experience, please do let us know.

Occasionally things may not meet your needs and it is important to let us know so that we can continuously improve.

Your feedback will help us provide you and other families with the best experience possible.

Here's how you can tell us what you think

Tell us about a good experience

You can tell us if you are happy about anything we do: our total offer, the curriculum, events; absolutely anything!

You can also compliment members of our whole team – teachers, midday supervisors, Breakfast and After School Club staff, site staff, catering staff, teaching assistants or the office team! All staff work tirelessly and care so much about your children. It's lovely to hear when you feel we've made a real difference to you or your child.

We will share your feedback with staff so that we can celebrate their efforts.



Tell us if you've had a poor experience of if you feel you have any suggestions for improvement

You can also tell us if you are unhappy about anything we do, or if you have any ideas about how we can improve further.

Please speak to a member of staff as soon as possible if you have a concern so that we can sort it out quickly and help you straight away.

Raising a concern will not affect your child and will help us understand your point of view, make any changes necessary and improve our overall delivery.

Here is the pathway you can take:

What to do if your child is having a problem at school

At Chetwynd we all want happy, healthy pupils who feel safe at school and try to do 'better than their best'. Co-operation and liaison between parents, staff and governors leads to a shared sense of purpose and a positive atmosphere in school.

Hopefully, your child is settled and happy, and is enjoying school life. However, there may be a time when your child is having a difficulty at school and you need to know what to do to help resolve the problem.

Firstly …
If you or your child has a problem concerning a school issue, first talk to your **child's teacher**. Think about what you hope will happen as a result of your discussion and let the teacher know this. If the issue seems to continue, it is important that you meet again with your child's class teacher to highlight that the issue appears to be on-going.

Secondly…
If you haven't been able to resolve your concern at this point, then please make your next appointment with the **Phase Standards Leader** (F2 Miss Beatty, Yr1/2 Mr Horsley, Yr3/4 Mr Challen, Yr5/6 Mrs Kane/Mr Butterworth).

Thirdly …
If you are still unhappy about the situation…
Ask for an appointment to see the **Vice Principal (Miss Bulleid)**.

Fourthly…
If, after a meeting our Vice Principal, you feel the matter remains unresolved, then please make an appointment to see the **Acting principal, Mrs West**. It is in everyone's interest for things to be sorted out smoothly.
Sometimes it is not possible for all parental requests to be met but with direct communication we hope to reach a positive resolution in the interests of achieving the best outcome for all concerned.
On the rare occasion that a solution proves to be particularly difficult, Mrs West can invite a governor to offer help and advice.

Finally, if the problem has still not been sorted out…
You can make a formal complaint (please see our **Complaints Policy** on our school website). This is a serious step to take and it is important that you have thought things through carefully. You must write a formal letter of complaint to Mrs West.

In a school setting it is inevitable that concerns appear from time to time, but we much prefer to hear from you at an early stage in order that we can work together to stop a worry growing and to speedily find a harmonious resolution. Thank you.

Supporting all pupils at Chetwynd

We have lots of things in place to support the wellbeing of all children in school and this universal offer is shared regularly to remind children what they can do if they have a worry.



Ways to provide your feedback:

Call us	0115 9177353
Email us	info@chetwyndpencer.org.uk
Meet us	You can ask for an appointment to speak with Mrs West, Miss Bulleid or another staff member.
Feedback form	Complete and return the feedback form at the back of this leaflet to write down your experience and tell us what you think.

26/27 Schedule - Chetywnd's Parent Voice

Why should I be part of Parent Voice?

As a parent/carer your experiences and insights of Chetwynd are important to staff to ensure our areas of focus and development continue to move forward towards our school vision: "***For all our children to be kind, courageous and curious citizens, helping them to shine for a bright and happy future in our diverse world.***"

Date	Session Themes
Monday 23rd November (6-7pm, in school)	• Learning Topics (including use of screens) • Opportunities for parental involvement including FISH
Wednesday 26th January (6-7pm, in school)	• Enrichment Opportunities (in school and after school) • Diversity
Monday 14th March (6-7pm, in school)	• Positive Friendships • Behaviour Management
Monday 10th May (6-7pm, in school)	• Transitions
Wednesday 29th June (6-7pm, in school)	• To be confirmed • Look ahead to 27/28 what's important

Starfish Story

(You can make a difference)

While walking along the beach an elderly gentleman saw someone in the distance leaning down, picking up something and throwing it into the ocean.

As he got closer, he noticed that the figure was that of a boy, picking up starfish one by one and tossing each one gently back into the water.

He came closer and called out, "Good morning! May I ask what it is that you are doing?"

The boy paused, looked up, and replied "Throwing starfish into the ocean."

The old man smiled, and said, "I must ask, then, why are you throwing starfish into the ocean?"

To this the boy replied, "The sun is up and the tide is going out. If I don't throw them in, they'll die."

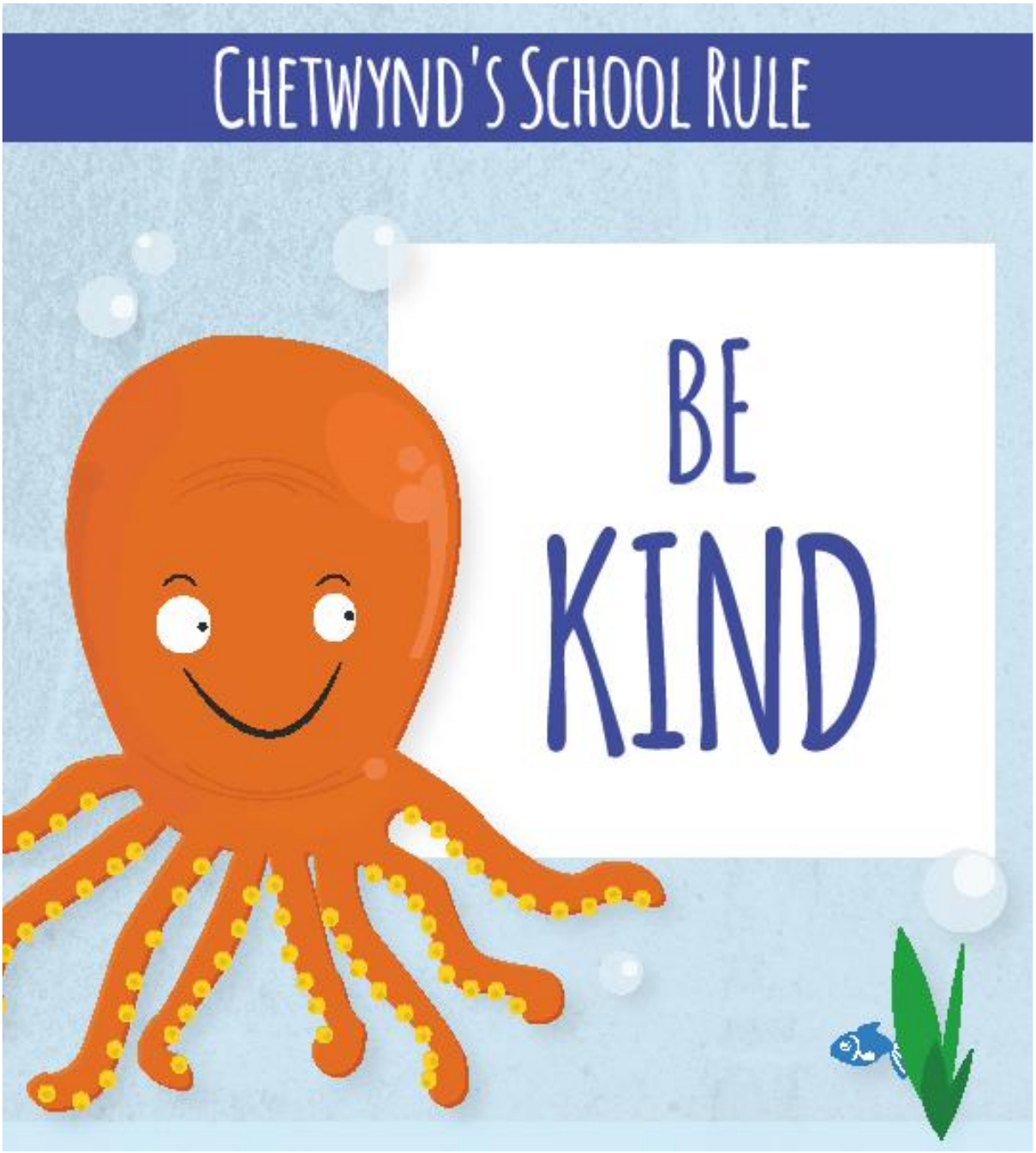
Upon hearing this, the elderly man commented, "But, do you not realise that there are miles and miles of beach and there are starfish all along every mile? You can't possibly make a difference!"

The boy listened politely. Then he bent down, picked up another starfish, threw it back into the ocean, past the breaking waves and said,

"It made a difference for that one."



Chetwynd's School Rule



Ofsted
Outstanding
Provider

Tell us what you think

*Optional **

*Child's Name _____

*Your Name _____

*Your Contact details _____

Please tell us about your experience

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Please hand your feedback to a member of staff or post to the school office at:

Chetwynd Spencer Academy
Chetwynd Road
Toton
Notts NG9 6FW