

Dear Parent/Carer,

Thank you to all of you who took time to complete our communications survey. It's really important to us that we understand whether the information we provide you with is useful, arriving at the right time, and helping you as parents and carers.

The resounding message back from the survey is that most of you are happy with our communication which is great to hear. However, the purpose of the survey was also to identify any improvements we can make and there are some areas you have highlighted where we can do better. This is where we will direct our efforts going forward.

The headline findings and our proposed actions are as follows:

- Most parents are happy with our communication and prefer parentmail as their source of news. We will continue using this as our main tool for communicating with you.
- The information we provide is described as clear, concise and easy to understand.
- Most parents would like to hear more regularly and in more detail on their child's progress, therefore we have spoken with teachers to ensure that your parent consultation appointment includes details of both your child's level of attainment and progress; hopefully you felt the impact of this change during the recent October Parents' Evening. Teachers are always available, by appointment, on an individual level to discuss your child's learning if required.
- There are some concerns that we are not replying to emails as promptly as you would like. We have recently rewritten our communications policy, which can be found on our website [HERE](#), which will clarify expectations around our response times.
- Some parents said that our complaints procedure is not clear to them. This can be found [HERE](#), please do take the time to become familiar with it and email the School if you are still unsure as to how to raise a complaint or have any other queries about this.
- Many parents said they like to receive information via our website. We have recently launched a newly designed website, which is easier to navigate, and we would love to hear any feedback you have on it.

We believe the steps we are taking will deliver the improvements you have asked for, but there is of course no 'one size fits all' approach and there will doubtless be issues that crop up in the future. We see this very much as the start of a two-way conversation, and if you have any new concerns about the way we communicate with you, or on anything else for that matter, please do raise them with us at the earliest opportunity. We want to continue this open and honest dialogue: our commitment to you is that we will continue to listen and learn from what is working, or what is not, and adapt as necessary.

Finally, the survey found that 92% of you would recommend our school to others, an endorsement of which we are very proud. Thank you for your continued support; it is the backbone of our school community.

Thanks so much again for taking part.

The Senior Leadership Team  
Loseley Fields Primary School