



Dear Parent/Carer,

Parent/carer questionnaire – how we communicate with you

You are our most important stakeholders and it matters to us at Loseley that you have all the information you need and want about your child's wellbeing and progress, in the right way at the right times.

With that in mind, it's important that we know your thoughts about how we currently communicate with you, what's working well and how we can improve. That's why we are asking you to take five minutes to complete our communications survey, which can be found below.

We will use your invaluable feedback to make improvements to our communications with you as needed. If you have any queries regarding this, please don't hesitate to contact Lucy Wright at lucywright@loseleyfields.surrey.sch.uk.

We look forward to sharing the results with you.

Many thanks,

The Senior Leadership Team
Loseley Fields Primary School



Company Limited by Guarantee - Registration Number 07649091 (England & Wales)
c/o George Abbot School, Woodruff Avenue, Guildford, Surrey GU1 1XX
Headteacher: Mrs Amanda Parder

1. Which Key Stage is your child/children in?

You can choose one or more

- EYFS (Reception Class)
- KS1 (Yrs 1 and 2)
- KS2 (Yr 3 and upwards)

2. Overall, are you satisfied with the communications you receive from our school?

- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

3. Which communications that you currently receive from us do you find the most useful? (please rank in order of preference)

- Parentmail
- Newsletter
- Website/School Calendar
- Face-to-face with staff, including parents' evenings

Commented [GM1]: Anne – please can you amend/add to this list?

4. How often do you receive information from us about your child's progress?

- I am told regularly enough how my child is progressing
- I would like to know more often about how my child is progressing

5. How best describes the quality of information you receive from us about your child's progress?

- Staff tell me clearly how my child is progressing in their learning
- I would like more detailed feedback on how my child is progressing in their learning

6. Do you receive School trip and event information in a timely way?

- Yes/No

7. If you answered No to question 6, please tell us how we can improve our communications with you about trips and events.

8. How regularly do you currently receive any kind of communication from our school?

- Daily
- Every 2-3 days
- Weekly
- Fortnightly
- Monthly
- Less than monthly

9. In general, do you receive information from us regularly enough? Please tick.

- Too little
- Just right
- Too much

10. Ideally, how would you most like to receive communications from our school? (with 1 being the most useful and 7 being the least)?

- Printed documents
- Parentmail
- Through the website
- Face-to-face
- Facebook – through the Class Rep pages
- Twitter
- Whatsapp

11. Are there any other ways that you'd prefer us to communicate with you?

12. How would you describe the content of our communications with you? Tick all that apply.

- Clear
- Concise
- Easy to understand
- Useful
- Difficult to understand
- Unclear
- Too lengthy
- Unhelpful
- Other

13. Do you usually attend events/workshops/parents' evenings at school?

- Yes/No



14. If no, please tell us why and how we can make our events/workshops more accessible?

15. If yes, please tell us what you find particularly useful from our events/workshops?

16. In order of importance (with 1 being the most important and 5 the least), what affects how you view the reputation of our school, either positively or negatively?

- Word of mouth
- Online comments
- Ofsted report
- Media reports
- My child's experience

17. Would you recommend our school to another parent?

- Yes/No

18. Is our complaints procedure clear to you?

- Yes/No

19. Do we respond to any concerns you raise effectively?

- Yes/No

20. If you answered no, please explain further and/or escalate your concerns to a member of staff.

21. Do you have any additional comments or feedback on the way we currently communicate with you?

Thank you for taking the time to feedback to us. We will take on board your comments and keep you update on how we plan to take your feedback forward.

