

## Results of Parent Communication Survey

Thank you very much for all of your feedback via the parent questionnaire. Please find below the details of all the suggestions that we have been able to address.

You suggested....	What we have done....
<ul style="list-style-type: none"> <li>to email the weekly newsletter</li> </ul>	<ul style="list-style-type: none"> <li>weekly newsletter now emailed</li> </ul>
<ul style="list-style-type: none"> <li>to include a link to the website when emailing the newsletter</li> </ul>	<ul style="list-style-type: none"> <li>a link to our school website now included on the newsletter email</li> </ul>
<ul style="list-style-type: none"> <li>to upload the newsletter onto the website by home time each Friday</li> </ul>	<ul style="list-style-type: none"> <li>newsletter will now be uploaded to the website by home time each Friday</li> </ul>
<ul style="list-style-type: none"> <li>to update the Events section on the website</li> </ul>	<ul style="list-style-type: none"> <li>Events section now up to date on website</li> </ul>
<ul style="list-style-type: none"> <li>details of after school clubs on website</li> </ul>	<ul style="list-style-type: none"> <li>now in After School Clubs under Parent Information on website</li> </ul>
<ul style="list-style-type: none"> <li>opening hours for the office on the website</li> </ul>	<ul style="list-style-type: none"> <li>find this in Contact Details under About Us on the website</li> </ul>
<ul style="list-style-type: none"> <li>a clear process for where to direct feedback / complaints</li> </ul>	<ul style="list-style-type: none"> <li>Please speak to your child's teacher or send a letter (rather than an email) if it is an urgent matter.</li> <li>For non-urgent feedback / enquiries / concerns / complaints, please speak to your child's class teacher, send a letter, or email the school office. Please note that due to Warrington's filtering of email we are occasionally not able to receive emails from certain providers – if you do not receive a response when you have emailed, please telephone the school office. We also have a Complaints Policy on our Policies page.</li> </ul>
<ul style="list-style-type: none"> <li>Reception newsletter on the website</li> </ul>	<ul style="list-style-type: none"> <li>now on the Reception year group page under Class Pages</li> </ul>
<ul style="list-style-type: none"> <li>newsletters for each year group on the website</li> </ul>	<ul style="list-style-type: none"> <li>now on each year group page under Class Pages</li> </ul>
<ul style="list-style-type: none"> <li>parent's section with more photos</li> </ul>	<ul style="list-style-type: none"> <li>Parent Information is up to date and photos can be found on every class page showcasing the children's learning.</li> </ul>
<ul style="list-style-type: none"> <li>hot dinner menu on the website</li> </ul>	<ul style="list-style-type: none"> <li>find this in Lunch and Snack under Parent Information</li> </ul>
<ul style="list-style-type: none"> <li>when school is in and out on the website</li> </ul>	<ul style="list-style-type: none"> <li>find this in Newsletters and Term Dates under Parent Information</li> </ul>
<ul style="list-style-type: none"> <li>Governors and contact details on the website</li> </ul>	<ul style="list-style-type: none"> <li>Find details in Governors under About Us, contact the Chair of Governors Kate Strickland-Wright via the school office either by email or if it is a confidential matter, please send a letter for the attention of the Chair of Governors marked private and confidential.</li> </ul>
<ul style="list-style-type: none"> <li>Teaching Assistant for each class listed on the website</li> </ul>	<ul style="list-style-type: none"> <li>now in Staff under About Us</li> </ul>
<ul style="list-style-type: none"> <li>learning resources, websites and practice papers</li> </ul>	<ul style="list-style-type: none"> <li>year group pages will be updated with this information next half term</li> </ul>
<ul style="list-style-type: none"> <li>sporting events, results and teams</li> </ul>	<ul style="list-style-type: none"> <li>the website will be updated with this information next half term</li> </ul>