



Newsletter 14th May 2021

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COMPASSION COMMUNITY **COURAGE** CURIOSITY

Message from the Chair of Governors

Over the last week I have heard from a number of people about concerns which have been aired on the parents' closed Facebook page. There are two problems with this: firstly, the school cannot make a response to or address the issues if they are shared in this way; and secondly, it is hurtful and harmful for staff at the school when they discover what is said. This is neither appropriate nor helpful and I ask that this does not continue. Voicing concerns or negative opinions on social media does not help us to address issues in the most constructive way.

At St Mary's we welcome feedback and concerns and complaints being raised. These are all opportunities for us to learn and improve the education and care we provide to the children. Unless feedback, concerns and complaints are shared with us directly we cannot do anything to learn from and improve situations.

There are a number of ways to raise a concern.

Informally:

1. With the class Teacher ([contact details here](#))

In the first instance it is always best to discuss concerns with your child's class teacher. The class teacher will always know your child well and will usually be able to help to solve most problems or concerns. Parents' Evenings are a good opportunity to talk through things, but if there is something that you feel we should know about more urgently then do make an appointment to talk with the teacher or ask if the teacher can phone you. The best way to do this is to email your class teacher.

Dates for your diary:

Term 5
Whole school value
COURAGE

w/b Monday 17th May

Internet Safety Week

Friday 21st May

Environment Day – Bees!

Tuesday 25th May

Share My Learning
Journey on class pages
on our website

Friday 28th May

Term 5 Ends

2. With the Headteacher

If, once you have spoken with the class teacher, you still have concerns then please make an appointment to talk with our Headteacher, Mrs Westerwijk. This can be arranged by contacting the school office or e-mailing Mrs Westerwijk directly.

Formally:

1. Complaints Policy

Further information about complaints can be found by clicking [here](#) for the Lighthouse Schools Partnership (all schools in the Multi-Academy Trust share the same Complaints Policy). Our complaints policy starts with the informal stages noted above but has a number of stages which may include governors, staff from the Academy Trust or Trustees.

It is very difficult for us to respond to collective feedback, concerns or complaints, this is because we want to ensure that matters which are confidential to one child or family are not inadvertently shared with others. So, I would ask that you raise feedback, concerns or complaints individually. We can then review for themes and trends and use this for improvement. Governors always have formal complaints reported to them. The Trust has confirmed that they will be offering new Social Media guidance based on that developed recently at Northleaze CE Primary School. In the meantime, I ask that when communicating with or about the school, this is done in accordance with the values of the school and with kindness. I recognise that some situations can be frustrating but would note that everybody is entitled to a safe working environment. That includes people's psychological safety. As a Local Governing Body and as a Trust we have a responsibility to ensure that there is a safe environment for staff and we expect your support in this too.

Thank you for your support in this.

Best wishes
Cath Campbell

Dates for your diary:

Term 6

Monday 7th June

INSET DAY

Wednesday 9th June

Welcome meeting

Teacher to parents **4pm** via Teams

W/b Monday 14th June

Health and Well-being Week

W/b Monday 21st June

Refugee Week

Friday 25th June

Sports Day

Tuesday 29th June

Reserve Sports Day

Monday 5th July

Governor's Meeting

Friday 9th July

End of year Reports go home

Friday 9th July

Summer Fair

Monday 12th July

Share My Learning
Journey on class pages
on our website

Tuesday 13th July

Transition Afternoon 1.15-3pm
Teddy Bears picnic for new Reception children

Wednesday 14th July

Year 6 Leavers Service

Friday 16th July FOSMs

School Disco

Wednesday 21st July

Last Day of Term 6

