



LENT RISE SCHOOL


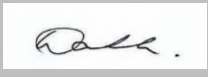
'Learn, Reach, Shine'



Parental Engagement Policy

Author / staff lead: Mrs R Small

Abstract: This policy sets out methods and expectations parents should have for communicating with the school and escalating queries.

Approved by:	Mrs M Young Chair of Governors	
Approved by:	Mrs J Watson Headteacher	
Last reviewed on:	04/09/2025	
Next review due by:	03/09/2026 ⁵	
Policy number:	LRS0087	

Introduction

We want Lent Rise School to be a welcoming place where everyone feels listened to and respected.

We aim to provide various engagement opportunities as well as provide a clear system for parents to access information and communicate with the school.

Engagement opportunities

As well as day to day contact, the school host various engagement opportunities including:

- Day to day informal contact on the school gate
- Beginning of the school year information sessions
- End of term assemblies / workshops for parents to attend
- Subject workshops e.g. phonics / mathematics
- SEND coffee morning
- Behaviour support drop ins
- Anxiety and Mental health drop ins
- Sports events
- End of year celebrations
- Bi-annual individual parent teacher consultation meetings
- Regular reports on progress, attendance and attainment

~~Parents are invited to contact us at any time when they have a concern, even if it appears to be minor. The 'little' difficulties are easy to deal with and we do not want them to become major concerns.~~

Contacting the school

We are keen to know what works well and what could work better for pupils and parents.

Parents are invited to contact us to share any feedback they have and are encouraged to share any concerns at any time when they have a concern, even if it appears to be minor. The 'little' difficulties are easy to deal with and we do not want them to become major concerns.

It can be difficult for teachers to engage fully with parents on the playground when they are also supervising the children so our Office staff are the primary point of contact and will ensure that queries are directed to the appropriate channel. Office staff will also be able to make an appointment for you to speak to the relevant members of staff.

Our aim is to respond to all non-safeguarding queries within 48 hours.

Escalation order - where there is an issue in school

1. The class teacher
2. The phase leaders:
 - Early Years - Miss Johns
 - Years 1 and 2 - Miss Johns and Miss Boxall
 - Years 3 and 4 - Mr Harman

Years 5 and 6 - Mr North (Mrs Joyce -maternity leave)

3. The Senior Leadership Team:
Assistant Headteacher - Miss Johns
Assistant Headteacher - Miss Boxall
Deputy Headteacher - Mrs Small
4. The Headteacher, Mrs Watson, is always happy to see parents and is on the playground for informal chats most days but she will go to the Class Teacher to discuss issues, therefore it makes sense for you to have spoken to the teacher first.

Contacting the school

The reception is open from 8.30am - 4pm each day.

You can contact the school by emailing: office@lrschool.co.uk

You can telephone the school on 01628 662913

Communication timescales

- If you telephone or email the school with an urgent query we anticipate getting back to you within 24 hours.
- For all other queries you will receive a response within 48 hours.
- Leave of absence requests will be answered within 10 school days.

If we are unable to meet these timescales, we will make you aware of the progress of your query.

Safeguarding

Safeguarding is at the core of everything we do at Lent Rise School and safeguarding queries or issues are always treated as the highest priority.

Our Designated Safeguarding Leads are:

Mrs Small
Mrs Watson
Miss Boxall
Miss Johns

A member of the DSL team is contactable directly through dsl@lrschool.co.uk or you can leave a message by selecting the DSL option when telephoning the school.

Engagement opportunities Complaints and resolution

The following ~~is the~~ strategy ~~that is recommended~~suggested if ~~difficulties~~ ~~concerns~~ arise - ~~we recommend that you use this structure~~. More detailed information is available in the Complaints policy.

Commented [LW1]: Is "difficulties" the right word here?
The following strategy is recommended for more significant issues or complaints?

1. Talk to the class teacher
2. Talk to the phase leader
3. Talk to a member of the senior leadership team (If a matter is referred directed to SLT, it may be referred to the class teacher)
4. Talk to the Headteacher
5. Make rRepresentations to the Governing Body in writing to:
Mrs Maggie Young, Chair of Governors
by e-mail: govs@lrschool.co.uk
or
c/o Lent Rise School
Coulson Way
Burnham
Slough
SL1 7NP
6. If you are still not satisfied, you may wish to put your complaint to the Secretary of State for Education, who can review whether the school has acted reasonably and followed the correct procedures.

You can raise a complaint with the Department for Education:

- using their online system available at <https://www.gov.uk/complain-to-dfe>
- by calling National Helpline 0370 000 2288
- by writing to the Department for Education, School Complaints Unit, 2nd Floor, Piccadilly Gate Store Street Manchester M1 2WD

If you would like to read our full Complaints Procedure, please contact the school office for a copy or visit the school website www.lentrischool.co.uk.

Commented [LW2]: Is it worth adding in this section that if a parent contacts someone other than the class teacher in the first instance, that the matter will be referred to them directly in the first instance, as per this escalation approach?

Commented [HL3R2]: @Lindsay Wright @margaret young I've made some tweaks to this policy for comment to see if you feel in the right direction