



27th November 2018

Dear Parents & Carers,

A huge thank you to those of you that were able to complete the recent school questionnaire that was available on the evenings you came to speak to the teachers about your child/children. 129 questionnaires were completed and these have been scrutinised by Mrs Martin, another governor, and myself.

We were pleased to learn that there were many things you thought were good about the school.

Some comments included the following:

- Great school!
- Waterfield Primary is a great school; my child is very happy and learning lots.
- Teaching staff have always been very supportive
- My child is extremely content at Waterfield and I feel is gaining in confidence and enthusiasm
- A lovely little school
- Induction for new children was done well. Good settling in.
- I find communication between the school and parents to be very good
- Any issues we had have been resolved quickly
- Very happy with help and support my son gets and I can talk to any member of staff about my worries or concerns

However, we also appreciated that there were concerns in some areas and the suggestions for improvements that were made.

Some comments included the following:

- Communication between school, staff and parents needs improvement
- E-mails have gone unread and not been responded to, no updates given and there seems as if there is a lack of communication between teachers and Head teacher
- Events get changed at late notice. Advance notice of diary dates would be appreciated
- Organisation isn't very good
- I don't feel listened to

These concerns have been discussed with the head teacher and as there are a number of concerns around communication we have agreed to focus on improving this. It has been agreed that **all** queries, emails or concerns will be **acknowledged** within 24 hours(working hours) and that person will be told when and how things will be addressed.

Term dates should now be back on the website, please let someone know if you have problems locating these.

Kind regards,

Christine Crunden
Chair of Governors

Waterfield Primary School

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