



**SB -13 Safe Opportunities –Student and Parent Voice
Policy**

Signed by:

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Company Director

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Statement of intent

Safe Opportunities believes that students should be given the opportunity to influence their education provision and that students' parents should have an active role in their children's education. We believe it is important that students and parents feel their opinions are appreciated, understood and actioned upon, where necessary.

As we value the opinions of both our students and their parents, and we strive to continually improve our company, we are constantly seeking new ways to acquire feedback from our students and their parents. Involving students and their parents in decision-making will ensure that they have a more active role within the development Safe Opportunities, which in turn, should reduce any concerns that students and parents have in regards to Safe Opportunities.

For the purposes of this policy, the term 'parent consultation meeting' refers to a meeting that parents are invited to attend, so that company staff may consult parents regarding potential changes.

1. Legal framework

1.1. This policy has due regard to legislation and guidance, including, but not limited to, the following:

- DfE (2021) 'Promoting children and young people's emotional health and wellbeing'
- DfE (2021) 'Best practice guidance for school complaints procedures'
- National Governance Association (2021) 'Engaging with parents and carers: A guide for governing boards'
- Education Act 2002

1.2. This policy is implemented in conjunction with the following company policies:

- Complaints Procedure Policy
- Behaviour Policy
- Behaviour Agreement

Roles and responsibilities

1.3. Safe Opportunities is responsible for:

- Being open to ideas and suggestions from both students and parents.
- Responding to queries and complaints, from both students and parents.
- Where necessary conducting student consultation meetings, so that students can provide the company with both positive feedback and areas for improvements.
- Conducting parent consultation discussions, so that parents can provide the company with both positive feedback and areas for improvements and also inviting parents to join our Vulnerable learners meetings.
- Establishing positive working relationships with parents to ensure that effective communication can be maintained.
- Accounting for the wishes and concerns of both students and parents prior to implementing any major, non-statutory changes to the company's premises, its policies and procedures, or the company's management.
- Keeping students and parents informed of any changes to any aspect of Safe Opportunities, via the company website - <https://www.safeopportunities.co.uk/>
- Publishing its Complaints Procedures Policy on the company's website.
- Ensuring that students and their parents know that they are welcome to contact Safe Opportunities at any time.
- Ensuring that students have an appropriate and clear method for voicing concerns via discussions with staff during their sessions.
- Ensuring that all staff at Safe Opportunities promote an open-door approach, encouraging students to speak up about their concerns.

1.4. Key Skills Teachers are responsible for:

- Providing the highest standards of teaching that they are capable of.
- Creating a safe and welcoming environment in which students feel comfortable to share open and honest feedback.
- Ensuring students are satisfied with the level of teaching offered.
- Encouraging students to voice their concerns to the relevant staff members.
- Listening to students' and parent's concerns.
- Familiarising themselves with this policy and any relevant procedures, e.g. the complaints procedure.
- Communicating concerns raised by students or their parents to the Company Director or DSL (Sarah Marks), where appropriate.
Responding to all complaints professionally, keeping the identity of students anonymous if the complaint is passed on to the SLT, where appropriate to do so.

1.5. The Company Director is responsible for:

- Maintaining a strategic overview of students' and parents' voices.
- Reviewing outcomes of any student or parent surveys, ensuring actions are implemented and monitoring the impacts of these.
- Undertaking student voice consultations as a part of their company monitoring responsibility.
- Reviewing and following up any complaints, identifying any trends or repeated complaints and challenging these, implementing the appropriate action, where necessary.
- Liaising with the rest of the SLT to produce effective solutions to complaints.
- Hearing all appeals as part of the complaints process, as outlined in the company's Complaints Procedure Policy.
- Monitoring Parent View for trends in feedback and questioning the SLT on the results of the survey as well as the actions implemented as a result of feedback.

1.6. Students are responsible for:

- Raising concerns they may have about any aspect of Safe Opportunities to the relevant staff member, e.g. their Student Development Co-ordinator, and communicating these concerns to their parents as well.
- Working to the best of their ability, to maximise opportunities and learning outcomes.
- Attending student consultation meetings, voicing their concerns and suggesting improvements.

1.7. Parents are responsible for:

- Raising concerns with the company through the appropriate format, e.g. completing a complaints form.

- Attending parent consultation meetings, voicing their concerns and suggesting improvements.
- Completing parent questionnaires and surveys, voicing concerns, so that improvements can be made.
- Talking to their children, ensuring that they are satisfied with the level of teaching offered at Safe Opportunities.

2. Student voice

Everyday teaching and learning

- 2.1. Students will be encouraged to voice concerns to their Key Skills Teacher.
- 2.2. Students are encouraged to evaluate their learning, discussing with their Key Skills Teacher any areas they are unsatisfied with.
- 2.3. Opportunities for students to ask questions will be given during lessons, to ensure that they understand the lesson topics and objectives.
- 2.4. Wherever possible, students will be given the opportunity to lead their own learning.

Student consultation meetings

- 2.5. When appropriate students will be consulted on the relevant, non-statutory, changes that are being considered for the company.
- 2.6. There will be an opportunity in these sessions for students to communicate any further areas of dissatisfaction.
- 2.7. Students will behave in the appropriate manner during these consultation meetings, in accordance with the company's Student Code of Conduct. Failure to do so will result in disciplinary action in line with the company's Behaviour Policy.

3. Open-door approach

- 3.1. Safe Opportunities will maintain an open-door approach in regards to all areas.
- 3.2. Both parents and students will be encouraged to communicate any concerns, whenever necessary, using any method outlined within this policy.
- 3.3. Parents are encouraged to contact the Company Director from 9:00am to 4:00pm on Monday - Friday to ensure their queries, concerns or complaints, can be dealt with as soon as possible.
- 3.4. While parents are encouraged to voice concerns through the Company Director whenever possible, parents will have access to other methods of communicating with the relevant staff, e.g. having the company email address of the Student Development Co-ordinator.

4. Parent voice

Parent questionnaires and surveys

- 4.1. All parents will be invited to complete parent questionnaires and surveys.
- 4.2. Questionnaires and surveys will be sent out bi annually and the results will be reviewed by the SLT and any feedback will be actioned and added to the QIP.
- 4.3. The purpose of the questionnaires and surveys will be to establish how satisfied parents are with Safe Opportunities and to follow up any feedback from parents.

Methods of communicating concerns

- 4.4. Parents will be encouraged to raise concerns either by emailing the Company Director or the Team Managers or via submitting a complaints form to Safe Opportunities.
- 4.5. Parents will also be able to raise concerns in a questionnaire or survey, or during parent consultation meetings.
- 4.6. In addition, the company provide a contact form on the company's website which can be completed and sent via the website.
- 4.7. Safe Opportunities aims to respond to all concerns raised via any method of communication within two working days, by the Company Director or one of the senior management team.

Parent consultation discussions

- 4.8. Parents will be consulted on the relevant, non-statutory, changes that are being considered for the company via notices on the website.
- 4.9. There will be an opportunity for parents to communicate any further areas of dissatisfaction either using the contact us form or by emailing the Company Director or a Senior staff member.

5. Monitoring and review

- 5.1. The Company Director is responsible for reviewing this policy annually.
- 5.2. This policy will be monitored and evaluated by the relevant members of staff and feedback to all staff will be provided via training and team meetings. Any concerns will be reported to the Company Director immediately.
- 5.3. Any changes to this policy will be communicated to all members of staff, students and parents where appropriate.
- 5.4. The date of this policy's next review is 24th August 2024.