

Working With Parents & Carers & Complaints Procedure



Whiteheath
Education Centre

Sandwell Home and Hospital Tuition Service

Signed by Chair of Governors:	<i>May Banks</i>
Date ratified by Governing Body:	10.01.2019
Date of Review:	10.01.2021



We believe that the relationships within every aspect of a pupil's life are key to their recuperation and reintegration into mainstream school and wider society. This belief is central to our holistic approach to the pupil.

First Contact

We work with parents/carers by involving them in planning and decision making from the first contact by:

- ❖ Visiting at home to gain information and to engender confidence.
- ❖ Involving parents/carers in a written education plan for their child.
- ❖ Appointing a named home tutor who takes and maintains a personal/professional interest in the pupil and family.
- ❖ Giving information about the Service and the Centre.
- ❖ Involving parents/carers in introductory visits to Whiteheath Centre when home tuition pupils are being transferred there.
- ❖ We also survey parents regularly using an in-house questionnaire to find out their views.

Staffing

Staff are always available for discussion, advice and to allay fears.

Pastoral support is available throughout the time the pupil is attached to our service. This may include reintegration into school, hospital education, home tuition, education at Whiteheath or liaison with other agencies.

Continuing Contact

- ❖ The Centre's policies and procedures are available to parents on the Service's website.
- ❖ Parents are invited to regular reviews to discuss pupils' progress and are encouraged to contact the Centre at any time if they have concerns about their children.
- ❖ Parents/carers are informed by letter about events or issues and are contacted by text or phone call.
- ❖ Parents/carers receive a termly Pupil report showing educational progress and effort

- ❖ Parents/carers receive a half termly newsletter showing recent Centre/Service activities by pupils and staff.
- ❖ All parents/carers are required to sign our home/school agreement before their child starts the Service.

Complaints Procedure

- If you are unhappy about an aspect of the Service please contact:

Mrs Hazelwood (Head Teacher)
Mrs Long (Deputy Head Teacher) or
Mrs Kelly (SENCO)
- If your dissatisfaction is with the Head Teacher, please contact Mary Parkes (Chair of Governors). Contact details are available from Whiteheath Education Centre.