

Juniper Hill School

Stakeholder Feedback Policy



Kindness Enjoyment Achievement

This policy was written in June 2022
Reviewed June 2024

Next review June 2026

Valuing and acting upon the views of all stakeholders drives school improvement. Stakeholders need to feel properly valued for their role in contributing towards the school's successes and informing the school of issues that need to be addressed.

The school welcomes feedback from all stakeholders at anytime and will respond to issues and consider any views shared. Parents and carers are welcome to email the headteacher or arrange an appointment to share their feedback. Staff are able to talk to the Headteacher, Mental Health Wellbeing Lead or any member of the Leadership Team if they wish to share their feedback or views. The children across the school are spoken to as part of our monitoring activities, we hold 'Pupil Voice' sessions, with children across the school. The children are also able to talk to their School Council Representative, the class representative will share their views at School Council meetings.

The school gathers and acts upon stakeholders' views continuously, such as, improving the information provided to parents in the sex education leaflets, putting mirrors up in the children's toilets, allowing staff to take their PPA at home etc.

The school recognises the importance of gathering information using a formal questionnaire, this is carried out in accordance with the table below.

Stakeholders	When formal questionnaires are carried out	Responsibility to set up the questionnaire, analyse the data and provide feedback
Staff	Annually, as part of the performance management cycle in the autumn term.	Headteacher
Juniper Families	Every two years in the spring term (Using Ofsted Parent View questions) On an ad-hoc basis for specific topics	Governing Body Headteacher
Pupil Voice	Asking groups of children / classes or year groups as part of the school ongoing monitoring activities.	Leadership Team
Governors	Yearly At the end of the summer term	Chair of Governors

Juniper Hill is a restless, reflective school that is constantly striving to improve the quality of education and support children's personal development. By listening to feedback from all stakeholders we are able to amend and change our provision to help make Juniper Hill the best school it can be.