

The parent survey was sent out electronically by Microsoft 365 and as paper copies to capture as many parents as possible.

We received **63** responses.

In addition to completing this questionnaire, our annual parent questionnaire came directly after the OFSTED parent view questionnaire which many of you completed and which also had overwhelmingly positive responses.

As a school we are continually looking for ways to improve. It is important that if you think we can do better, that you let us know so we can take measures to do so. We would welcome any further comments or feedback from you, especially if you strongly disagreed to any of the survey statements, so we can understand more. This can be done via the school email address: [wdcontact@willowdene.compassps.uk](mailto:wdcontact@willowdene.compassps.uk), by telephone 02088549841 or by contacting Rachel directly for a meeting.

<b>Our response to areas identified by parents/carers</b>	
When there is a change, I feel well supported	We recognise that this question can be open to a wide range of interpretations, such as; a child transitioning to a new class, a child's change in medical condition or presentation or a change in teacher. In our next annual questionnaire, we will ask you to add some context if you feel that you haven't been well supported when there's been a change so that we can address this more specifically, knowing some more about the circumstance. We want you to feel confident and comfortable in talking to us at any time, knowing that we will listen and do our best to help. If you don't feel that you are being well supported, please request a meeting with a leader or raise it at your child's annual review. Knowing what we can improve on to make times of change easier for everyone is very important to us.
My child is making good progress at school	At Willow Dene good progress looks different for all children and is likely to be different from child to child. This can make it hard for parents to know what to expect and to know what good progress is for your child. We will rephrase this question in our next annual survey to address this. However, if you feel that there are priorities within your child's learning that could have more of a focus or if you would like to know more about your child's progress and how we assess this, then we are always happy to talk. In the first instance, with your child's class teacher or a leader. Oxleas Therapy Services are commissioned by the local authority to provide services to the school and are not employed or managed by the school. However, we would be happy to share your views with the Oxleas team or put you in touch with someone to talk to, if this would be helpful.
Making a complaint	You can find information about how to make a complaint under 'Contact Us: FAQs'. You can also click on <a href="#">complaints policy</a> which will take you straight there.

