

## Working with Parents

Children learn best when effective partnerships exist between home and school. At Bowdon Prep we put great value on this. Parental involvement in the form of 'at-home good parenting' has a significant positive effect on children's achievement.

We know how important it is for parents to choose the right school for their daughter. At the start of this journey, parents are welcomed into our school for a visit to learn more about our aims and values, meet staff and pupils and explore our learning environment. This signifies the beginning of an exciting new partnership between parents, the child and the school.

We value very highly the need for good communication between home and school and we aim to work in close partnership with parents. This is achieved through a variety of means including regular newsletters, parent consultation evenings and class assemblies to which parents are invited. In addition, our doors are always open for parents to come in to school and discuss progress or concerns.

We believe that Bowdon Prep provides a high quality education for all our girls. The Headmistress along with all the staff, work very hard to build positive relationships with parents and members of our community. Your views are welcomed. In the spirit of true partnership between home, school and the community, we encourage parents to contribute to school development through effective feedback. We aim for high standards at all times but sometimes parents will wish to seek clarification or speak to us because expectations have not been met.

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue, mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved. Our complaints policy is available from the policy section of the website. Please contact the school Bursar if you wish to know how many formal complaints were addressed by the school in the last year.